

Operational manual barge operator

APM Terminals Maasvlakte II

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Department: Operations

Operational manual barge operator

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1. Introduction

The operational procedures described in this manual are specifically intended for all barge operators who are going to visit APM Terminals Maasvlakte II (APMT MVII). The chapters are presented in the same sequential order in which the procedures need to be followed by the barge operators during a visit to APMT MVII. APMT MVII is a highly automated terminal. It is therefore essential that all information is submitted correctly and on time, allowing the operation to be conducted safely and smoothly. This operational manual has been compiled to provide barge operators with a clear insight into the various procedures at APMT MVII, in order to streamline our shared processes.

This document is supported by the following appendices:

- Appendix 1: Contact information;
- Appendix 2: Deadlines;
- Appendix 3: List of abbreviations;
- Appendix 4: Portbase information flows Barge Planning;
- Appendix 5: Conditions for container status OK;
- Appendix 6: Safety instructions Inland Navigation flyer;
- Appendix 7: Error codes.
- Appendix 8: Physical documents.
- Appendix 9: Types of customs blocks.

2. Pre-announcement process

APMT MVII has dedicated stacks for each hinterland modality. To achieve an optimal stacking process, we require information from the barge operator at fixed intervals during the process. At APMT MVII, information is exchanged through Portbase's Port Community System. We ask the barge operator to pre-announce all container and barge details electronically through Portbase's service MCA Barge. Only then it is possible to deliver or pick up a container at APMT MVII. In Appendix 4, you will find a description of the Portbase information flows for the service MCA Barge. This is a schematic representation of the electronic message exchange. A list of the deadlines for the submission of information imposed by APMT MVII can be found in Appendix 2. When the APMT MVII system indicates that some part of the pre-announcement process is not complete, the barge operator will receive an error code. The meanings of the various codes can be found in Appendix 7.

It is essential that you initiate your pre-announcement before the deep-sea vessel involved arrives. As soon as we know the next modality, we can place the container in the correct dedicated stack and offer you a short handling time. In the event you inform us completely and on time, we guarantee you a reliable handling process and a high level of service. This gives you added flexibility and certainty in your everyday work. In the following chapters, the pre-announcement process is described in greater detail.

3. Status request

The first step in the pre-announcement process is the "status request" (COPINO 13) message. This is a one-off message and informs APMT MVII that the barge operator wishes to pick up the container and will ensure that APMT MVII places the container in the barge stack. If this message is not sent in time, the container could end up positioned in the wrong stack. Although APMT MVII always strives to load your container on time, this error can lead to delays. That is why we emphasize the importance of sending your "status request" message before the Estimated Time of Arrival (ETA) of the deep-sea vessel in question.

3.1. Pick-up of a full container

When submitting a "status request" message for a full container, the following information needs to be submitted using Portbase's MCA Barge:

- Quay;
- Container number;
- Release number;
- Shipping line;
- Size;
- Inland terminal;
- Type.

3.2. Pick-up of an empty container

When submitting a "status request" message for an empty container, the following information needs to be submitted using Portbase's MCA Barge:

- Quay;
- Container number
- Release number;
- Shipping line;
- Inland terminal.
- Type

3.3. Feedback

When requesting a status of an import container, the barge operator will receive feedback from APMT MVII on the following information:

- Expected discharge time of the container at the terminal;
- Status of the commercial release;
- Presence of Customs documentation;
- Information about transport blockades.

The moment a not yet discharged, pre-announced container is discharged, the barge operator will receive feedback automatically. Each change in the status of the container will result in a new message being sent. The barge operator will receive additional notification if the expected discharge time of a container changes by an increment of thirty minutes.

4. Call registration

4.1. Call registration for barges

The next step in the process is the registration of the barge through the service Barge Planning. The "barge call registration" (**non-fixed windows**) needs to be made according to the following timetable:

Registration for		Call				
Monday	09:30	Tuesday	00:01	-	Tuesday	24:00
Tuesday	09:30	Wednesday	00:01	-	Wednesday	24:00
Wednesday	09:30	Thursday	00:01	-	Thursday	24:00
Thursday	09:30	Friday	00:01	-	Friday	24:00
Friday	09:30	Saturday	00:01	-	Monday	24:00

The message needs to contain the following information:

- Number to be discharged and loaded;
- ETA/Estimated Time of Departure (ETD);
- Name of barge;
- Remarks.
- Amount of OOG (in case of OOG: in the remark field a B/O is obliged to mention the maximum over height and over width notifications, which will be picked up/transported), Palletwide, flats and other special items, details of those units mentioned in remarks.

On weekdays, APMT MVII will provide feedback on the definitive time windows (Planned Time of Operations (PTO) + Quay) no later than 15:00 the same day (barring exceptions), through the service Barge Planning. Feedback regarding the definitive time windows for weekend operations will be sent on Friday before 15:00.

When registering a call with a Fixed Window, the Fixed Window number needs to be added to the blank field in the service Barge Planning. For Fixed Window calls, another timetable applies:

Registration for		Call	
Monday	09:30	Wednesday	00:01 - 24:00
Tuesday	09:30	Thursday	00:01 - 24:00
Wednesday	09:30	Friday	00:01 - 24:00
Thursday	09:30	Saturday & Sunday	00:01 - 24:00
Friday	09:30	Monday & Tuesday	00:01 - 24:00

Fixed window to be requested latest 48 hours before call, requests for calls on Sunday, Monday or Tuesday should be requested on Friday.

4.1.1. Registration of new vessel

When a vessel makes its first call at APMT MVII, the barge operator needs to submit the following information through Portbase's MCA Barge:

- Name of barge, including European number;
- Barge contact details: e-mail and telephone;
- Particulars;
- Maximum number of TEUs (Twenty feet Equivalent Units) to load (including layers/ height);
- Blank stowage plan (discharge/ load plan);
- Dimensions of barge;
- Bulkhead(s) found in cargo hold;
- Lengths: vessel (total length), accommodations, hold, fore part, forecastle;
- Width;
- Presence of vertical cell guide rails (height + equal or unequal);
- Reefer plugs;
- Automatic twist locks Y/N.

4.2.Fixed window

APMT MVII use a Fixed Window system. Further information about Fixed Windows can be found in the document Fixed Window Barge.

In order to qualify for a Fixed Window, the call size should be at least 25 moves once a week. If this condition is met, the Fixed Window will be scheduled for the same day and time each week. If multiple

barge stops meet this requirement every week, each one will be scheduled as a Fixed Window.

4.3.Changes

4.3.1. Changes before feedback

Changes concerning call size and ETA barge made after the request are done and before the feedback is received need to be processed in the service MCA Barge directly.

4.3.2. Changes after feedback

In order to change the call size or ETA for the barge after the definitive time window has been issued, the barge operator needs to contact the APMT MVII Berth planning department. After obtaining permission, changes may be made in the service MCA Barge. The ETA barge needs to be updated in the event the ETA differs from the final time issued by more than 30 minutes.

Berth planning can be reached by phone on weekdays between 07:30 and 17:00. Outside of these hours, your call will be forwarded to the appropriate department.

Contact information Berth planning:

E-mail MVII.berthplanning@apmterminals.com

Telephone +31 (0)10 7549671

4.3.3. Working method for name changes for barges

In order to change the name of the barge after the definitive time window has been issued and handling is in progress, the barge operator needs to contact the APMT MVII Berth planning department using the contact details above. After permission is granted, the barge operator needs to create a new call through Portbase's MCA Barge. The Berth planner will then add a new barge in the space of the barge being removed from the call. If all data has been successfully transferred by the Data EDI Center, the Berth planner will delete the old call.

In order to change the name of the barge call after the call registration deadlines has been exceeded a barge operator need to adjust in his call the name of the vessel. Before a barge operator will send Data thought Portbase he needs to have confirmation of Berthplanning via a slot confirmation or after a (telephone)call with Berthplanning to make sure the vessel name has been changed. If this will not be the case all pre-announcement containers will be rejected due to a mismatch in barge names.

5. Pre-announcement containers

After the slot has been requested, a container can be pre-announced at APMT MVII via the service MCA Barge. Pre-announcements need to be made through the service MCA Barge for all containers that the barge operator intends to pick-up or deliver, whether full or empty.

5.1. Pre-announcement for import container

In addition to a "status request" message, APMT MVII requires pre-announcement for all import containers through Portbase's MCA Barge.

5.1.1. Pick-up of a full container

When picking up a full container, the following required fields need to be completed in the service Barge Planning:

- Quay;
- Container number;

- Release number;
- Shipping line;
- Size
- Inland terminal.
- type

5.1.2 Pick-up of an empty container

When picking up an empty container, the following required fields need to be completed in the service MCA Barge:

- Quay;
- Container number – Numbers requested prior pre-announcement at Datacenter or Line operator and included in the pre-announcements. No handling without container numbers.
- Release number;
- Shipping line;
- Inland terminal.
- ISO Size/Type

5.1.3 Feedback on pre-announcement message

The barge operator receives feedback from APMT MVII regarding the following information:

- Expected discharge time of the container at the terminal, in case the container has not been discharged yet;
- Status of the commercial release;
- Presence of Customs documentation;
- Information about transport blockades.

5.2 Pre-announcement for export container

5.2.1 Delivery of a full container

When delivering a full container, the following required fields need to be completed in the service MCA Barge:

- Quay;
- Container number;
- Booking number;
- Seal number;
- Shipping line;
- ISO Size/type.

5.2.2 Delivery of an empty container

When delivering an empty container, the following required fields need to be completed in the service MCA Barge:

- Quay;
- Container number;
- Booking number;
- Shipping line;
- ISO Size/Type

5.2.3 Feedback on pre-announcement message

The barge operator receives feedback from APMT MVII regarding the following information:

- Presence of Customs documentation;
- Booking number known;

- Information about transport blockades.

5.3 Conditions for PA OK container status

All containers need to be pre-announced through Portbase's service MCA Barge. The container may be delivered or picked up at APMT MVII only if all components of the pre-announcement are correct. It is recommended to send the original pre-announcement latest 4 hours prior ETA in order to allow you to resolve possible issues before the final cut-off.

Two hours before ETA all NOK pre-announcements will be cancelled and a final load- discharge plan will be created. No changes/additions will be accepted after the final cut-off.

Following criteria apply for pick-up import:

- Container needs to be present;
- Container needs to have a commercial release;
- Provided Pin must match (pin provided by the Shipping Line)
- Container may not be blocked;
- APMT MVII requires to receive all Customs documentation electronically.

You can find further information on submitting Customs documentation in Chapter 5.5.

5.3.1 Pick-up of a full container

The container may only be picked up at APMT MVII if all components of the pre-announcement are correctly submitted before the cut-off of two hours before ETA barge. The container will then receive the PA OK (Pre-Announcement OK) status. For this the following conditions need to be met:

- Container needs to be present;
- Container needs to have a commercial release;
- Container may not be blocked;
- APMT MVII needs to receive all Customs documentation electronically.

5.3.2 Pick-up of an empty container

The container may only be picked up at APMT MVII if all components of the pre-announcement are correctly submitted before the final cut-off of two hours before ETA barge (definitive time window). The container will then receive the PA OK status. For this the following conditions need to be met:

- Container (number) needs to be present; (requested at Datacenter or Line Operator)
- Empty delivery order (EDO) needs to be present;
- Container may not be blocked (depends on the type of blockade).

5.3.3 Delivery of a full container

The container may only be delivered at APMT MVII if all components of the pre-announcement are correctly submitted before the final cut-off of two hours before ETA barge (definitive time window)

The container will then receive the PA OK status. It is mandatory to include the seal number in the original pre-announcement. Update messages can be sent via pre-announcements latest till cut-off.

In addition, the following conditions need to be met:

- APMT MVII needs to receive all Customs documentation electronically;
- The seal number is mandatory
- Booking number
- Container size/type should match the booking size/type
- Delivery time should be prior vessel cargo cut-off unless a LAR has been requested and accepted.

5.3.4 Delivery of an empty container

The container may only be delivered at APMT MVII if all components of the pre-announcement are correctly submitted before the cut-off of two hours before ETA barge (definitive time window). The container will then receive the PA OK status. For this the following conditions need to be met:

- Empty receive order (ERO) needs to be present
- Size/type should match ERO size/type
- Container number present

5.4 Pre-announcement status

5.4.1 PA OK status

If all conditions described in Chapter 5.3 have been met and the original pre-announcement has been made 2 hours before ETA barge, the container will be assigned the PA OK status. The container is then released for loading or discharge. The various conditions can be found in Appendix 5. All communication is routed through Portbase.

5.4.2 NOT OK status

There are two possible causes for receiving a NOT OK status:

- One of the conditions outlined in Appendix 5 has not been met;
- You have met all conditions outlined in Appendix 5, but the original pre-announcement has been sent after the deadline of two hours before ETA barge (definitive time window). The container is then assigned the NOT OK status.

A container with a NOT OK status cannot be picked up or delivered. In this case, the container needs to be cancelled.

5.5 Documents

All Customs documents need to be submitted by the forwarder or shipper through either the service Melding Export Documentation (MED) or the service Melding Import Documentation (MID) of Portbase's Port Community System. It is important to use the correct booking reference when submitting export documentation when using MED. The use of wrong booking numbers results in customs blocks.

You can contact the Short Term Planner (STP) through the phone number below. You can also reach them through Vessel planning. This department can be reached 24 hours a day, 7 days a week, with exception of Christmas and New Year's Day.

Contact information Short Term planning:

E-mail: MVII.bargeplanning@apmterminals.com
Telephone +31 (0)10 7549676

5.6 Shifters & Restows

When specific containers need to be shifted and not discharged, APMT MVII is forced to perform additional actions. The same is true for shifters that occur when a container with a NOT OK status is on top of other containers waiting to be discharged. The barge operator and APMT MVII will send an email contract stipulating who will bear financial responsibility for shifters.

To submit a request for shifters or restows, the captain or barge operator needs to contact the Barge planner of APMT MVII. The following information needs to be provided:

- Number of shifters;
- Start location and end location.

Short Term Planner will provide APMT finance with numbers of shifters/restows and Call ID to charge the barge operator.

Whenever the stowage plan indicates that shifters and restows will need to be made, the barge operator should contact the Short-Term Planner. The Planner can be reached through the Short Term planning department. Contact information for the Vessel planning department can be found in Chapter 5.5 and in Appendix 1.

6. Arrival procedure

6.1 Safety instructions

The captain is obliged to inform security and the Health Safety Security & Environment (HSSE) department in advance regarding notification of visitors. The captain also needs to provide APMT MVII with advance notice of changes of the crew. More information on this subject can be found in Chapter 7.5.

The HSE department and Security can be reached by email. For urgent HSSE questions, please contact Security by phone. They are also available 24/7 in case of emergencies.

Contact information HSSE:

E-mail: MVII.hse@apmterminals.com

Telephone: +31 (0)10 7549563 68 69

Contact information HCT:

E-mail: MVII.hct@apmterminals.com

Telephone: +31 (0)6 13863402

Contact information Security:

E-mail: MVII.security@apmterminals.com

Telephone: +31 (0)10 7549773

Telephone: +31 (0)6 41851780

Emergency contact:

Telephone: +31 (0)6 83076494

6.2 Stowage plan

We ask you to submit the stowage plan by e-mail to the APMT MVII Short Term Planner. We do not accept stowage plans on paper. APMT MVII prefers that all stowage plans will be received at least one and half hours prior to ETA barge (definitive time window). Contact information can be found in Chapter 5.5. and in Appendix 1.

6.3 Mooring

When a barge wishes to moor, several tasks need to be completed first. First, the captain needs to contact the APMT MVII Short Term Planner by telephone. Contact information can be found in Chapter 5.5 and in Appendix 1.

The captain needs to provide the following information:

- ETA;
- Number to load and discharge (for purposes of confirmation);
- Other particulars.

APMT MVII will then provide the captain with the correct bollard number, along with directions on how to come alongside. Starboard is standard unless otherwise indicated. After this step, the definitive number to load and discharge will be confirmed. Once this has been done, the barge is free to moor at its assigned bollard.

6.4 Yard Opening Time

The Yard Opening time as a rule starts 5 days prior to vessel ETA and closes 24 hours prior to vessel ETA. For example, should a deep-sea ship arrive on Thursday 29th of September at 14h00, barges are allowed to deliver containers from Saturday September 24th 00h00 onwards. Barge operators may deliver containers at APMT MVII up to 24 hours before ETA deep-sea vessel.

Note: the standard yard opening time rule can be adjusted by the terminal if this is deemed necessary to reduce yard density safeguarding continuity of terminal operation within a safe environment.

6.5 Cargo cut-off

The containers may be delivered or picked up only if all components of the pre-announcement are correctly submitted before the cut-off of two hours before ETA barge (definitive time window). Two hours before ETA the final cut-off will be executed, and the final load/discharge plan will be produced. This will conclude the total amount of load/discharge containers for that appointment/call.

7 Loading and discharge procedure

7.1 Safety regulations

Every individual on APMT MVII grounds, including visitors and suppliers, need to comply with the safety and security regulations that apply at the terminal. A number of these rules and security measures follow:

- always Obey instructions given by APMT MVII personnel;
- You always need to be able to provide identification (valid ID card or passport is required);
- Terminal security conducts random checks;
- A video surveillance system is in place to protect the terminal;
- Be certain you have correctly moored your vessel at the quay;
- A representative from the vessel needs to be present outdoors, at a safe location, to give clearance for start of operations and monitors the process during operations;
- During operations, after mooring, bow thruster and motor need to be turned off;
- During mooring, operations on your vessel need to cease;
- The loading or discharging of vehicles with your own crane is only allowed with permission of Security and Terminal. Please note there may be charges involved.
- Bunkering is only allowed with permission of the Terminal and in agreement with the Uniform Rules for Inland Vessels;
- Performing maintenance tasks is allowed with exception of 'hot work' and with permission of the Terminal and in agreement with the Uniform Rules for Inland Vessels;
- In the event visitors wish to board or de-board the vessel, the captain needs to notify security and the HSSE department of this fact in advance. Contact information for these departments can be found in Chapter 6.1. and in Appendix 1.
- Setting foot on the quay to tie off or unmoor hawsers is only allowed while wearing a flotation jacket.

- Smoking or open fire are prohibited at the terminal.
- Use, possession or dealing in alcohol and drugs is prohibited. Random checks will occur and cooperation with these checks is mandatory;
- No photos or video recordings may be made without permission;
- Use of PPEs (Personal Protective Equipment: protective footwear, yellow safety vests and a helmet) is always mandatory on the Terminal and within the cargo zone on board . In the event the correct PPEs are not worn, operations will be halted.
- A safety harness should be worn when working at heights equal to or greater than 2.5 meters.
- All incidents need to be reported as they occur to the following telephone number: **+31 (0)6 83076494**

7.2 Special cargo

7.2.1 OOG (Out Of Gauge)

Out of Gauge (OOG) <190cm

Oversized cargo on a flat with a maximum height of 190 cm can be handled as 'Out of Gauge or OOG' cargo. In appendix 10 you will find the exact dimensions that can be handled as OOG at our terminal.

To announce the OOG cargo the barge operator needs to add 'Out of Gauge' in the pre-announcement of the barge call in Portbase. In the 'remark field' in Portbase the dimensions of the cargo needs to be added. The terminal will ensure arrange staff/extra time and/or materials for execution are reserved. Final OOG dimensions need to be send to mvii.berthplanning@apmterminals.com.

Out of Gauge (OOG) >190cm – with chains

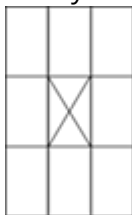
Oversized cargo on a flat above a height of 190 cm can be handled as 'Out of Gauge or OOG' cargo. In appendix 10 you will find the exact dimensions that can be handled as OOG at our terminal.

To announce the OOG cargo the barge operator needs to add 'Out of Gauge' in the pre-announcement of the barge call in Portbase. In the 'remark field' in Portbase the dimensions of the cargo needs to be added. The terminal will ensure arrange staff/extra time and/or materials for execution are reserved. Final OOG dimensions need to be send to mvii.berthplanning@apmterminals.com.

Oversized cargo on a flat with an over height of above 190 cm will be handled with chains. If pre-announcement is not correctly showing dimensions, handling will be on best effort base with no guarantee that it can be done in the confirmed window.

Oversized cargo on a flat with an over height of above 190 cm must be loaded on the ground layer with space on the ground layer or at maximum 2nd layer. At all times there needs to be space around the container on the same level to ensure a safe environment to attach the cargo. If they are loaded on the 2nd layer they need to have containers all around, so they cannot be loaded on the outer positions of the barge.

The layout needs to look like this to ensure a safe operation is possible:



APMT MVII will ensure the cargo is attached to the spreader. For this purpose the shipper must allow the colleagues of APMT MVII on board of the barge.

7.2.2 IMO

IMO (International Maritime Organization) 1 and IMO 7 containers will only be admitted to the terminal for immediate transport or deportation and not for storage. The authorities involved (Ministry of Infrastructure and the Environment) will guide the handling after discharge.

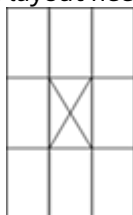
All containers will first be inspected and measured by APMT MVII's HCT before the containers are handled. This is to make sure that the level of radiation is not higher than is indicated on the container packing certificate. Only after approval from HCT the operation will start. This may lead to a short delay in the vessel's stay at the terminal.

7.2.3 Break bulk

In the event break bulk needs to be loaded or discharged, the barge operator needs to contact the shipping line. The shipping line will coordinate between the barge operator, the special cargo team of the terminal and the berth planning department of the terminal. Contact information can be found in Chapter 5.5 and in Appendix 1.

All break bulk cargo must be loaded on the ground layer or at maximum 2nd layer. At all times there needs to be space around the container on the same level to ensure a safe environment to attach the cargo. If they are loaded on the 2nd layer they need to have containers all around, so they cannot be loaded on the outer positions of the barge.

The layout needs to look like this to ensure a safe operation is possible:



APMT MVII will ensure the cargo is attached to the spreader. For this purpose the shipper must allow the colleagues of APMT MVII on board of the barge.

7.3 Picking up stackers

In case that stackers need to be picked up, the barge crew is responsible for picking up the stackers. Regulation and legislation concerning personal protection and working at height should be taken into account.

In case of (semi) automatic stackers, a third party (authorized to work at APMT MVII), can be hired directly by the barge operator or by the captain. The barge operator, or captain, needs to have direct

contact with the third party about ETA. During operation, APMT MVII will assist with a stacker flat. In the stacker flat, a deckhand from APMT MVII and a crew member will take place. The deckhand is there to guarantee safety and the crew member to pick up the stackers.

7.4 What to do in case of damage

At APMT MVII, camera images of the container are recorded from all angles. Photographic material is available. The barge operator shall request such material from the shipping company. Whenever there

is damage to the ship, the Short Term Planning department need to be informed. Contact information for the Vessel planning department can be found in Chapter 5.5. and in Appendix 1. Once this has been done, a Shift coordinator will investigate. The coordinator will compile a report and pass it on to the Claims department. They will contact the barge operator in order to wrap up the damage procedure.

7.5 Registration of visitors and crew

All visitors and suppliers need to be pre-announced at the security and the HSSE department. Contact information for these departments can be found in Chapter 6.1 and in Appendix 1.

7.5.1 Registration of visitors

The captain is obliged to inform security and the Health Safety Security & Environment (HSSE) department in advance regarding registration of visitors. Only authorised employees of the barge operator may register visitors. When visitors have not been registered, security will attempt to determine if access to the terminal may be granted.

7.5.2 Changes to crew

The captain needs to provide APMT MVII security with advance notice of changes of the crew. This notice needs to specify who will be boarding and de-boarding the vessel.

7.6 Necessary documentation

If there are IMO or hazardous goods papers present, the barge operator or captain needs to present them to APMT MVII. An APMT MVII employee will retrieve or deliver this documentation. Further information on delivery and/or retrieval of documentation can be found in Chapter 5.5.

8 Communication

8.1 Opening times

The gate and seaside operations at APMT MVII are open 24 hours a day, 7 days per week. The office hours are Monday – Friday from 08:30 - 17:00.

8.1.1 Opening hours during Christmas & New Year

Closed from December 24 – 14.00 hours till December 26 – 07.00 hours.

Closed from December 31 – 14.00 hours till January 1 – 15.00 hours.

8.1.2 Opening hours during other holidays

During holidays of Good Friday (April), Easter Monday (April), Liberation day (5 May), Ascension Day (June) and Pentecost Monday (June) our operations will run as per usual.

8.2 Website

Our global website is: www.apmterminals.com. APM Terminals Maasvlakte II has its own page: www.apmterminals.com/en/maasvlakte, which can be used as support for the barge operator. New users can register and request a log in.

The following information is accessible via apmterminals.com/en/maasvlakte:

- Terminal alerts
 - Subscribe to receive terminal alerts by email
 - Find terminal alerts on our website

- Container information:
 - Track and trace import containers
 - Ready for delivery
 - Freight
 - Gate out date
 - Size/type/high
 - Discharge Date
 - Weight
 - Line
 - Customs

 - Track and trace of export containers
 - Line
 - Voyage
 - ETD Vessel
 - Empties Out
 - Holds
 - Vessel
 - Begin receive R
 - Equipment Size
 - Reserved Only
 - VGM
 - Quantity
 - Cargo Cutoff
 - Received
 - Preadvised

 - Container history
 - Time/date unit discharge from vessel
 - Time/date Unit loaded
 - Time/date container leaves terminal

- Viewing booking numbers;
- Viewing import releases with pin number (pin number cannot be viewed);
- Viewing Equipment Delivery Orders (EDO);
- Viewing Equipment Receive Orders (ERO);

- The berth plan with the following elements:
 - Deep-sea, feeder and barge planning (actual);
 - Yard opening time per vessel;
 - Cargo Cut Off per vessel;
 - ETA per vessel;
 - ETD of Departure per vessel;
 - Proforma scheme for the next 9 days.

8.3 E-learning programme

It is important to APMT MVII that visitors to the terminal are familiar with the procedures and safety regulations that are in place at the terminal. That is why APMT MVII offers an E-learning programme for barge operators. APMT MVII does not require that operators use the E-learning programme, but it is recommendable. You can request a link (that will take you to the E-learning programme) from the HSSE department. Contact information for the HSSE department can be found in Chapter 6.1. and in Appendix 1.

Appendix 1: Contact information

General information:

Address:

APM Terminals Maasvlakte II BV
Europaweg 910
3199 LC Maasvlakte-Rotterdam
The Netherlands
Port number: 8410
Telephone: +31 (0)10 7549500

Website: <http://www.apmterminals.com/maasvlakte/>

Operational departments:

Berth and Rail planning

Telephone: +31 (0)10 7549671
E-mail: MVII.berthplanning@apmterminals.com

Data EDI Center:

Telephone: +31 (0)10 7549525 / 9526
E-mail: MVII.datacenter@apmterminals.com

Short Term planning

Telephone: +31 (0)107549676
E-mail: MVII.bargeplanning@apmterminals.com

Operational Management

Sr. Manager Operations

Mr. Ray van Oort
Telephone: +31 (0)10 7549647
E-mail: ray.van.oort@apmterminals.com

Execution Manager (24/7 operations management)

Telephone: +31 (0)10 7549670

Planning Managers

Mr. Ad van Strien
Telephone: +31 (0)10 7549686
E-mail: ad.van.strien@apmterminals.com

Mr. Jan-Willem van der Vliet
Telephone: +31 (0)10 7549686
E-mail: Jan-willem.van.der.vliet@apmterminals.com

Other contact information

HSSE Department

Telephone: +31 (0)10 7549773
Telephone: +31 (0)6 41851780
E-mail: MVII.security@apmterminals.com

Telephone: +31 (0)10 7549563 68 69
E-mail: MVII.hse@apmterminals.com

Telephone: +31 (0)6 13863402
E-mail: MVII.hct@apmterminals.com

Security manager/PFSO
Mr. Mathijs Hense
Telephone +31 010-754 9648 or mobile + 31 (0) 6 13750694
E-mail: mathijs.hense@apmterminals.com

Head of Commercial

Ms. Mara Vroon
Telephone: +31 (0)10 7549555
E-mail: Mara.Vroon@ apmterminals.com

Customer Care Partner

Ms. Judith Versteeg
Telephone: +31 (010) 7549516
Mobile: +31 652831717

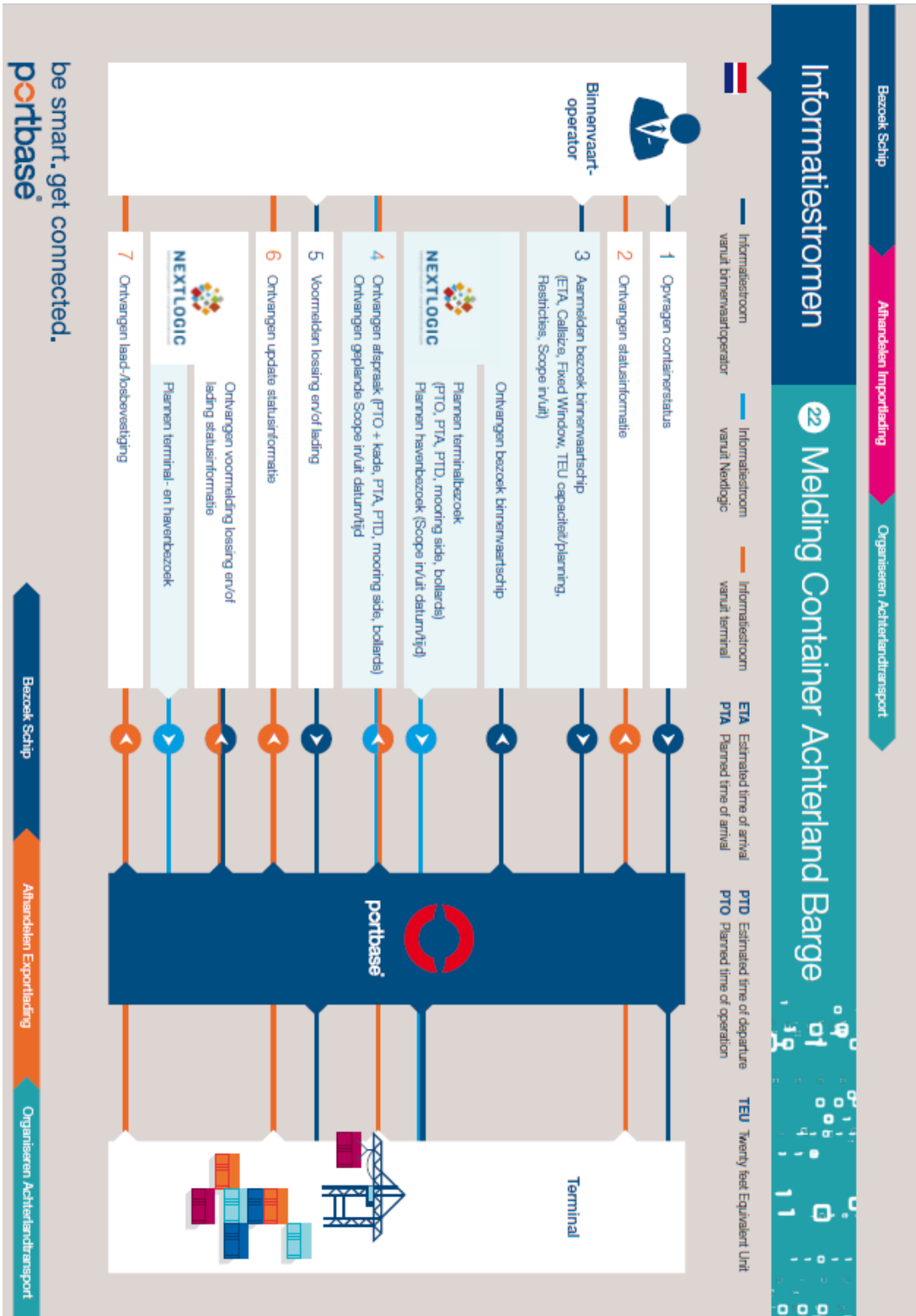
Appendix 2: Deadlines

Subject	Deadline	From	To
Fixed Window Request	Provisional	Barge operator	APMT MVII Berth planning
Confirmation of barge call (FW)	48 hours prior to ETA	APMT MVII Berth planning	Portbase MCA / Barge operator
Request for barge call	24 hours prior to ETA	Barge operator	APMT MVII Portbase MCA
Status request message	Prior to ETA deep-sea vessel	Barge operator	APMT MVII Portbase MCA
Pre-announcement container delivery	2 hours prior to ETA	Barge operator	APMT MVII Portbase MCA
Pre-announcement container pick-up	2 hours prior to ETA	Barge operator	APMT MVII Portbase MCA
Virtual deadline original pre-announcement	4 hours prior to ETA	Barge operator	Portbase MCA
Final cut-off	2 hours prior to ETA	APMT MVII Data EDI	Portbase MCA / Barge operator
Stowage plan	2 hours prior to ETA	Barge captain	APMT MVII STP

Appendix 3: List of abbreviations









Abbreviation	Meaning
APMT MVII	APM Terminals Maasvlakte II
EDO	Empty delivery order
ERO	Empty receive order
ETA	Estimated Time of Arrival
ETD	Estimated Time of Departure
HCT	Hazardous Cargo Team
HSSE	Health Safety Security & Environment
ID	Proof of Identity
IMO	International Maritime Organization
MED	Notification Export Documentation
MID	Notification Import Documentation
OOG	Out of Gauge
PA	Pre-Announcement
PA NOK	Pre-Announcement Not OK
PA OK	Pre-Announcement OK
PPE	Personal Protection Equipment
PTO	Planned Time of Operations
TEU	Twenty feet Equivalent Unit
YOT	Yard Opening Time
MCA	Melding Container Achterland

Appendix 4: Portbase information flows MCA Barge



Appendix 5: Conditions for OK container status

	Full pickup	Empty pickup	Full delivery	Empty delivery
Container available	X (number)	X (type or number)		
Customs documents received by terminal electronically	X		X	
Exemption	X			
Booking number known to terminal		X	X	X
Seal number reported to terminal			X	
Possible holds	X	X	X	

			
<p>N Niet altijd de instructies op van APM Terminals MWI personeel.</p> <p>A Always follow the instructions of APM Terminals MWI personnel.</p> <p>D Biedgen Sie immer den Anweisungen der APM Terminals MWI Mitarbeiter.</p>	<p>N Draag veiligheidsvest, helm en veiligheidschoenen.</p> <p>D Wear a fluorescent jacket, helmet and safety shoes.</p> <p>D Tragen Sie schutzhelm, Helm und Schutzhandschuhe.</p>	<p>N Draag veiligheidsvest, helm en schoen. Draag veiligheidsschoen bij werkzaamheden op hoogte (> 2,0 m) in water. Wear a safety harness when diverging or risk of falling (> 2,0 m).</p> <p>D Einss Schwimweste Tragen Sie bei Risiko ins Wasser zu fallen (> 2,0 m).</p> <p>N Uw documentatie wordt openbaar/gedeelt door een APM Terminals MWI medewerker in het geval van een ongeval of incident. Uw documentatie wordt gedeeltelijk openbaar/gedeelt door APM Terminals MWI personeel in het geval van een ongeval of incident.</p> <p>D Ihre Dokumentation wird abgefragt/gesicht von und ggf.igentlich Mitarbeiter wenn es</p>	<p>N Barge moet zonnig vastliggen, dat noemen wij automaatken en zijdelingse bewegingen niet mogelijk zijn.</p> <p>D Barge must be moored in such a way as to prevent automatic and lateral movements.</p> <p>D Das Binnenschiff muss so festgemacht werden, dass keine Vorwärts-, Rückwärts- oder Schwenkbewegungen möglich sind.</p>
			
<p>N Tijdens de operatie dient er iemand van het schip buiten aanwezig te zijn.</p> <p>D During operations, somebody from the vessel should be present outside.</p> <p>D Während der Lade-/Usladearbeiten muss sich ein Besatzungsmitglied außen aufhalten.</p>	<p>N Tijdens operatie na afname boegschut en motor uit.</p> <p>D Stop of bow trussers and engines during operations.</p> <p>D Während der Lade-/Usladearbeiten Bugstrahler und Motor ausschalten.</p>	<p>N Tijdens het afnemen stop de operatie op uw schip.</p> <p>D Turn off the machinery/equipment while mooring.</p> <p>D Während des Rematrations erfolgen keine Lade-/Usladearbeiten.</p>	<p>N Barge moet zonnig vastliggen, dat noemen wij automaatken en zijdelingse bewegingen niet mogelijk zijn.</p> <p>D Barge must be moored in such a way as to prevent automatic and lateral movements.</p> <p>D Das Binnenschiff muss so festgemacht werden, dass keine Vorwärts-, Rückwärts- oder Schwenkbewegungen möglich sind.</p>
			
<p>N Kaden mag niet betreden worden. Niet bezoeken die van- en aanhoofd gain bij security.</p> <p>D Forbidden entry quay from Security when vessel is moored and leave the barge.</p> <p>D Verboten betreden des Kai bei der Security mooring, über bei der Security mooring.</p> <p>* +31 (0)10 1548777 / mail: security@apmterminals.com</p>	<p>N Alcohol, drugs en roken zijn verboden.</p> <p>D Alcohol, drugs and smoking are prohibited.</p> <p>D Alkohol, Drogen und Rauchen sind verboten.</p>	<p>N Alcohol, drugs en roken zijn verboden.</p> <p>D Alcohol, drugs and smoking are prohibited.</p> <p>D Alkohol, Drogen und Rauchen sind verboten.</p>	<p>N Kaden alleen betreden om trussen vast/los te maken. Verboden de kade te betreden.</p> <p>D Access to the quay is permitted only for cranes or loading ropes. Access to the quay is prohibited.</p> <p>D Kai nur betreten, um Trussen festzumachen/zu lösen. Die Dockenwände darf nicht betreten werden.</p>
<p>N Verboten te filmen of te fotograferen.</p> <p>D It is prohibited to film or take photographs.</p> <p>D Filmen oder Fotografieren ist untersagt.</p>			

appendix 7: Error codes

Code	Amount	Texts in TOS	Meaning
CDM:	1	CUSTOMS DOCUMENTS MISSING	The export document is missing in Portbase. Please contact the forwarding agent.
CDM:	2	CUSTOMS DOCUMENTS MISSING	The import document is missing in Portbase. Please contact the forwarding agent.
BLT:	1	BLOCKED BY TERMINAL	The container is blocked by the terminal. Please contact the liner agent.
BLC:	1	BLOCKED BY CUSTOMS DLV.	The container is blocked by the customs. Please contact the liner agent.
COA:	1	CONTAINER IS IN THE YARD	The container is in the APM Terminals MVII yard. Please contact the liner agent.
COA:	2	CONTAINER NOT IN YARD	The container is not in the APM Terminals MVII yard. Please contact the liner agent.
COA:	3	CONTAINER NOT IN YARD	The container is released but not yet expected. Please contact the liner agent.
COR:	1	PREAN LINE OPR DOESNT MATCH UNIT LINE OPR	The container is released by a different liner. Please contact the liner agent
COR:	2	PIN DOESNT MATCH OR EXPIRED	No (correct) release found. Please contact the liner agent.
COR:	3	PIN DOESNT MATCH OR EXPIRED	The pin doesn't match or is expired. Please contact the liner agent.
COR:	4	UNIT SIZE/TYPE DOES NOT MATCH PREAN ORDER SIZE/TYPE	A different ISO type is known in the booking. Please contact the liner agent.
COR:	5	PREAN LINE OPR DOESNT MATCH UNIT LINE OPR	The booking is unknown for this liner. Please contact the liner agent.
COU:	1	CONTAINER IS UNKOWN	The container is unknown. Please contact the liner agent.
CTV:	1	UNIT WAS RE-ROUTED TO A DIFFERENT OUTBOUND CARRIER	The outbound carrier/modality has changed. Please contact the liner agent.
ORN:	1	PREAN ORDER (OR ORDER FOR LINE) NOT FOUND	The booking is unknown for this liner. Please contact the liner agent.
ORN:	2	UNIT SIZE/TYPE DOES NOT MATCH PREAN ORDER SIZE/TYPE	A different ISO type is known in the booking. Please contact the liner agent.
BCO:	1	CARGO OPENING TIME HAS NOT PASSED YET	The cargo opening time is still closed. Please contact the liner agent.
BLA:	1	ACTIVE H/P IN PREAN LINE DELIVER GROUP	The container is blocked. Please contact the liner agent.
BLC:	1	BLOCKED BY CUSTOMS DLV	The container is blocked. Please contact the customs.
OTH:	2	TRUCKING COMPANY 8713755270895 HAS BEEN DELETED AND CANNOT HAVE APPOI'	The trucking company is unknown. Please contact the Data EDI Center of APM Terminals MVII.
OTH:	3	CUSTOM COPINOS NOT ACCEPTED FOR CARRIER VISIT'	The pre-announcement is stopped by APM Terminals MVII for this carrier. Please contact the liner agent.
OTH:	4	PAST GENERAL CARGO CUTOFF 2014-09-30 06 00 00 0	The cargo opening for this vessel is passed. Please contact the liner agent.
OTH:	5	NO TRANSACTION TYPE DE EXISTS FOR THE STAGE PREAN	The pre-announced unit has not been stacked yet, please contact the liner agent.
OTH:	6	ERROR FOR SAWI2410128 FOR AN IMPORT, THE DISCHARGE PORT MUST BE THE	The used port of destination is not configured at APM Terminals MVII. Please contact the Data EDI Center Of APM Terminals MVII.
OTH:	8	NO LINE RELEASE FOR OUTBOUND TRUCK	The unit is not released for the modality truck. Please contact the liner agent.
OTH:	9	NO LINE RELEASE FOR OUTBOUND BARGE	The unit is not released for the modality barge. Please contact the liner agent.
OTH:	10	NO LINE RELEASE FOR OUTBOUND RAIL	The unit is not released for the modality rail. Please contact the liner agent.

Appendix 8: Physical documents
Physical documents export

Document type	Douane document
ICT	T2L, invoice/CMR bestemming EU landen. Document to prove that the goods are free, and not subject to import duty, excise duty, etc.
RAR	TCBD, Army documents
REX	Emergency procedure EX-A issued from the Netherlands. Document for goods in free circulation within the EU that are exported to a country outside the EU, a so-called third country.
RT1	Document for customs goods (from a third country, for which no import duty, excise duty, etc. has been paid) exported to a third country.
TNK	Residue declaration (tank residual cargo). Uncleaned tank container, containing residual cargo, which is exported.
RCA	Carnet TIR
T5	Form to be attached to the main document for agricultural goods for which a refund is claimed
RTA	ATA Carnet

Physical documents import

Document type	Douane document
FWV	Fiat Wegvoering
IM7	Storage document for containers > 45 days at terminal (regulation 7100 for B-block)
ICT	T2L, invoice/CMR bestemming EU landen
NAR	Army documents
NCA	Carnet TIR
GDB	Gemeenschappelijk Veterinair Document van Binnenkomst
NTA	ATA Carnet

Appendix 9: Types of customs blocks

Code	Description	Type	Origin	Inspection	Scan	Cancelled
1	No documentation	IB	C	N	N	N
2	CCP/NDP phase 3	IB	C	N	N	N
2i	CCP/NDP phase 2 Manual measurement inspection area	IB	C	Y	N	N
2s	CCP/NDP phase 1 Risk analysis entry and exit barge	IB	C	N	Y	N
3	VGEM	IB	C	N	N	N
4	FIOD/ CSI	IB	C	N	N	N
5	Controle import	IB	C	N	N	N
6	Controle export	IB	C	N	N	N
7	Inspection without moving to inspection area / inspection reefer stack	IB	C	N	N	N
7d	Inspection external location / scan DCL	IB	C	N	N	N
7i	Inspection with transfer to inspection area	IB	C	Y	N	N
7s	Inspection with displacement to inspection area via scan	IB	C	Y	Y	N
8	Do not use	IB	C	N	Y	N
8s	Internal scan	IB	C	N	Y	N
9	NVWA (EX RVV)	IB	C	N	N	N
B	Storage period exceeded	CB	C	N	N	N
R	Change of status	CB	C	N	N	N
S	Automatic block sea in (Import) or domestics	CB	C	N	N	N
X	Automatic blockade land in Sea out (Export) and empty containers	CB	C	N	N	N

Abbreviations

CCP/NDP	Nuclear detection
VGEM	Department of Customs (safety, environment etc)
IB	Inspection blockade
CB	Customs blockade
FIOD /CSI	Department of Customs
DCL	External customs warehouse
NVWA	Department of Customs Dutch Food and Consumer Product Safety Authority