

Rotterdam, 7 February 2022

Subject: Gate process: TAR obligation

Dear Reader,

As you are aware we are in the constant process of improving our truck handling process. Our aim is to reduce the overall truck turnaround time at our terminal to a bare minimum. In August 2021 we have successfully implemented TAR (Truck Appointment Reference) at RST. Over 85% of the drivers now entering the terminal uses TAR code, saving over 20 minutes on average per truck visit. During the implementation we encountered some start-up issues. All issues regarding TAR are now solved.

Herewith we would like to inform you about the next step in our truck processing automation.

As from the 15th of February 2022 the input of a valid TAR will be mandatory.

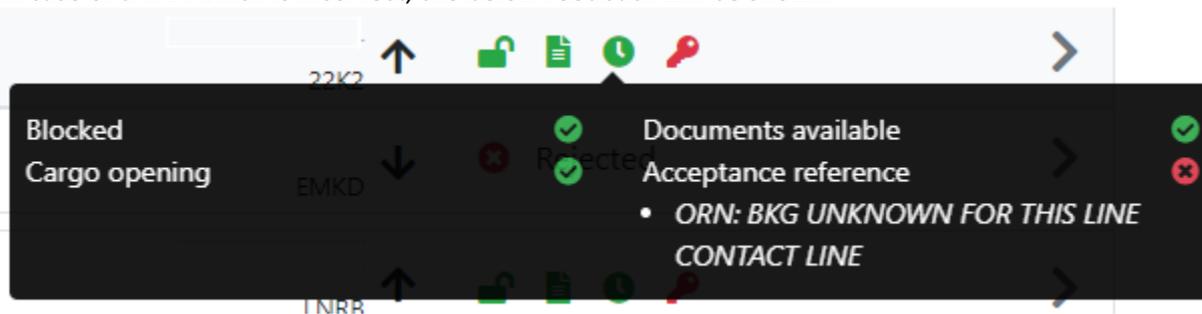
From the 15th of February 2022, the gate process will be as follows:

1. Haulier to pre-announce all delivery and pick-up containers via Portbase HCN;
2. RST will automatically respond via HCN with a TAR code and detailed feedback about the pre-announcement.
3. Haulier to check Portbase for TAR and feedback. Note: Haulier should only visit RST if status is 'Accepted', as shown below:



Incorrect/unconfirmed TAR

In case of a TAR which is incorrect, the below feedback will be shown:



Steps to be followed in case of incorrect or unconfirmed TAR:

- a) Check feedback
- b) Follow up with customer or box operator (line)
- c) Check if status is accepted
 - a. if not, return to step b
 - b. if so, proceed to step 4
4. Driver arrives at RST pre-gate
5. At the first pedestal (security in) the driver has to scan his cargo card, do his finger vein and fill in his TAR code. TAR code will be validated by the RST system:

- a) If OK: Driver gets his route ticket and can proceed to the terminal.
- b) If no (accepted) TAR is presented: Barrier will open at security in, but visit will be rejected. Driver has to leave the Pre-Gate area and return to security in gates only after receiving a accepted TAR. There is no possibility to get serviced at the manned truck desk or Self Service Desk in this scenario. It is allowed to use the RST parking to wait until a accepted TAR is received (limited to maximum two hours).

All information regarding the Portbase service Hinterland Container Notification Road can be found via the link below: <https://www.portbase.com/en/services/melding-container-achterland-road/>

Yours sincerely,
RST Management