



City Terminal

Subject: zero tolerance at Coöperatie City Terminals (CCT)

Dear customer,

In recent months, as Coöperatie City Terminal, we have been increasingly confronted with excessive and transgressive behaviour by drivers visiting our terminals. The visits take place at one or more of our members namely: Rotterdam Shortsea Terminals, Rail Service Center Rotterdam, Matrans, Mainport Neelevat, Mainport Container Services or Kramer Waalhaven. The behaviour manifests itself in manually pushing open barriers, deliberately driving through closed barriers, ignoring site rules, ignoring instructions from our (security) staff and aggressive behaviour towards our (Security) staff.

On several occasions, we had to seek the help of the police.

Whatever the reason for this behaviour might be, we no longer accept it. The limit has been reached!

Zero tolerance

The zero-tolerance policy will take effect from 1 January 2023.

The zero-tolerance policy means that if a driver from your organisation exhibits excessive and transgressive behaviour at our terminal, they will be immediately removed from the premises, and the driver will also be banned from the terminal for a minimum of 6 months, whatever their excuse might be.

We will make this known as much as possible within the transport world in the coming months and at our terminals, websites, etc. We would have liked it to be different, but apparently, this is necessary nowadays.

We hope that the situation is sufficiently clear.

On behalf of,
Coöperatie City Terminal

Cees van Pelt
General manager

The Coöperatie City Terminal is a collaboration between Rotterdam Short Sea Terminals, Rail Service Center Rotterdam, Matrans Rotterdam Terminal, Neelevat Mainport X-Dock, Mainport Container Service, Kramer Botlek, and is located at Reeweg 25/35 in Rotterdam.