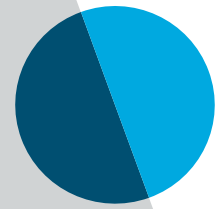


Information Memo RST

Transport Companies



Introduction

With this information memo we'd like to inform you, as a transport company and visitor of Rotterdam Shortsea Terminals (RST), about the ins and outs and do's and don'ts at our Terminal.

We therefore request that you share this information memo with your employees and (new) drivers

Safety & Site Regulations

On our website <https://rstshortsea.nl/essential-visitor-info/> you will find our Safety & Site Regulations in 7 languages. Please share these and inform your drivers about these regulations applicable on our terminal.: We have listed a few important safety & site rules:

- Co-drivers must be registered according to the following procedure. [Procedure registration second driver](#)
- Please do not send your drivers to RST without a valid TAR code.No TAR code is no entrance to the terminal and unfortunately, we have no parking area to wait for a TAR code!
- Recharging is not permitted, also for the City Terminal site
- Your driver must release the twistlocks before entry to RST zones 8, 9 or 10
- There is a full PPE requirement at the terminal (helmet, safety vest / jacket and safety shoes [PPE Zones at RST](#))
- Your drivers are driving in operational areas: always be careful and do not drive under a load with a container
- Your driver should position the truck in lane 1 for pick up/drop off under the crane. See photo 1
- Your driver should be in a safe place (this is next to the cabin). See photo 2.



1



2

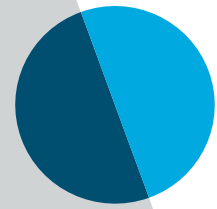
- When your container is loaded/unloaded your driver must leave the terminal immediately. It is not allowed to park along fences, take (lunch, time) breaks, do paperwork etc.

Terminal zones, gates & Truck stop locations

RST is part of the City Terminal with a shared gate-in and gate-out facility for multiple companies. Your drivers will get a handout of the driving routes for the RST location where your driver can pick up/drop off a container. This route always starts with the following:

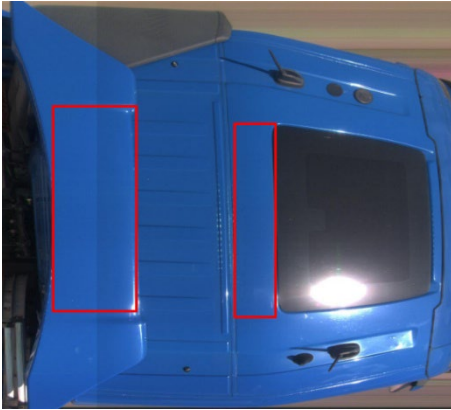
RST Zone number then Gate number and at last it is the row number (under the crane) or Truck stop location. All zones, gate - and row number and Truck Stop locations stops can be found on our website.

[Information Route Terminal](#)



License plate recognition for efficient handling

When your driver visits our terminal to pick up/drop off a container under a crane, it is important that our crane operators can clearly see the truck's license plate number to ensure a smooth and efficient handling. We therefore request you to provide your trucks (where possible) with a license plate sticker on the roof of the cabin (see example below). This can save a lot of time for us and your driver.



Gate Instruction

At the moment RST is setting up a digital gate instruction for anyone who wants to gain access to the Terminal. Everyone will have to follow the gate instruction which includes a test which will be valid for a certain period of time. When this test is done successfully, this information will be registered on the Portkey or CargoCard. The intention is to start in 2024 for transport companies and their drivers. We will keep you informed of further developments and planning.

Storm and terminal closing

Due to heavy storms, it happens that the City Terminal (and therefore RST) has to close. We try to communicate this as good and as quickly as possible to all our customers. As we can't buffer at the terminal, traffic safety on the Reeweg and also on the A15 is in jeopardy. In front of the City Terminal there is a Truck Parking where drivers can wait. Please ensure that the crossroad on the Reeweg remains free at all times.

Zero Tolerance Policy

As of January 1, 2023, a zero-tolerance policy was implemented for the entire City terminal. We have had too many incidents of threats, aggression and misbehaviour from drivers towards RST personnel and security. We would like to ask you to bring the zero-tolerance policy once again to the attention of your drivers. Read here our [Zero Tolerance Policy](#)

Feedback

This is our first information memo on the Safety & Site regulations at RST. If you have any questions or ideas on how we can make a visit for your drivers to RST as good and safe as possible, we would love to hear from you.

Arno Storm

CEO Rotterdam Shortsea Terminals