To ensure optimal jetty occupancy, Vopak will not allow idle time of vessels and barges whilst berthed, apart from standard pre and post pump activities, such as connecting hoses, ship/shore conference and surveyor activities.

The only exceptions to this rule are:
- Product analysis time prior to discharge at Vopak’s discretion;
- Hospitality granted at Vopak’s discretion;
- Time between discharge and loading operation by the same vessel (max 6 hours);
- Surveyor activity between loading of parcels of different customers onto sea-going vessels (max 4 hours);
- Delays or activities beyond control of the customer, charterer or owner of the vessel.

Vopak may request the vessel to vacate the berth if unscheduled idle time impacts operations of other customers. Therefore all orders need to be received in full, at least 4 hours prior to completion of work in progress.

### Order changes

The following order changes will not have an impact on the assigned position in the waiting queue:
- Increase or reduction of the nominated quantity;
- Switch of the tank, under the condition that no other infrastructure has already been scheduled for the next 12 hours is needed for the change;
- A sea-going vessel or barge does not need to be rescheduled to another jetty to perform the additional order.

These conditions also apply to sea-going vessels and barges that are already at the jetty. Vopak may reject the nomination if the criteria above are not met. As a result the vessel or barge may have to vacate the jetty and the new operation will be scheduled on a FCFS basis.

### Ship-to-Ship operations

Vopak will review nominations for ship-to-ship operations on a case-by-case basis, when at least the following conditions have been met:
- There is no foreseen impact on sea-going vessels of other customers;
- The Ship-to-Ship operation is nominated at least 24 hours in advance;
- If it is technically possible, ship-to-ship operations are planned simultaneously with shore tank operations;
- A maximum of 1 Ship-to-Ship operation per sea-going vessel is allowed (either 1 sea-going vessel or 1 barge).

Exceptions to these conditions can be made for VLCC and Suez Max load vessels. Trans-jetty ship-to-ship operations (using Vopak infrastructure) are not allowed because of safety reasons.

### Barge queue management

Sailing time to terminal after reporting

Reporting arrival at the terminal via UAB implies the barge is able to sail to the designated jetty in less than 1 hour after being called. Barge to notify Vopak if there is no layby available within 1 hour of the jetty.

Failing these conditions the nominated position will be lost in the FCFS queue. The barge is now required to report at the First Come, First Serve basis on the other jetty. No layby is allowed at the dedicated jetty.

Contact by phone

Vopak will make at least 3 attempts to call a barge to the jetty by telephone before removing it from the queue and call in the next barge.

Switching the order in the queue

In a queue of reported barges of the same customer at a particular jetty, the customer is allowed to switch the handling order of the barges. This is not permitted when there are barges of other customers in the same queue.

### Jetty optimisation

In the event that one or more customers nominate(s) large volumes, Vopak may temporarily allocate dedicated jetties per customer. The barges of the respective customers(s) will be handled at these jetties, whereas other barges will be scheduled on a FCFS basis.

### Terminal efficiency

Vopak applies the above planning guidelines to all customers and logistic partners. However, in order to safeguard overall terminal efficiency, or for reasons of safety, Vopak may deviate from these guidelines.
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Notice of readiness (NOR).

Nomination.

Tendering NOR
Sea-going vessels can tender NOR when reaching the port limits, at anchorage or – when the jetty is available upon arrival – at the jetty after All Fast. The date and time at which the NOR is received by Vopak, by either the vessel or the vessel’s agent, via email is decisive. It is not possible to book in advance, to tender a later NOR that does not have a complete set of redelivery criteria.

Minimum nomination requirements, before Vopak places the respective operation in the waiting queue:
• Name of vessel or barge;
• Quantity;
• Product name;
• Tank number(s);
• ETA of vessel or barge;
• Tank number(s);
• Product name;
• Quantity;
• Name of vessel or barge;
• Waiting queue:
Vopak places the respective operation in the waiting queue:
• Name of vessel or barge;
• Quantity;
• Product name;
• Tank number(s);
• ETA of vessel or barge;
• Destination of vessel or barge (loading).
• ETA of vessel or barge;
• Tank number(s);
• Product name;
• Quantity;
• Name of vessel or barge;
• Waiting queue:
Vopak places the respective operation in the waiting queue:
• Name of vessel or barge;
• Quantity;
• Product name;
• Tank number(s);
• ETA of vessel or barge;
• Destination of vessel or barge (loading).

Discharge/Load vessels
Sea-going vessels with load orders immediately after discharging at Vopak Europoort can tender at the jetty (using the discharge NOR) under the following conditions:
• The discharge and load operation are submitted to Vopak as one nomination and are executed in sequence.
• Discharge and load orders are from the same customer.
• Maximum idle time between discharge and loading is 6 hours (to allow for vessel’s maneuvering);
• Vessel can use the same berth for both discharge and loading.
• Infrastructure for load operation is available within 6 hours after completion of discharge operation;
• If above conditions are not met, the vessel needs to re-tender NOR and vacate the jetty.

Preferred berthing
In the event a customer has access to only one berth for sea-going vessels, Vopak may grant preferred berthing.

NOR regime for flush parcels
When a sea-going vessel or barge requires a flush parcel, the respective flush barge or pump over will receive the same NOR as the discharge and load operation which requires the flush. Flush barges need to report at least 8 hours before the planned completion time of the vessel that requires the flush. Barges that require a flush, can only start discharges if the flush barge has reported.

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Complete order & First Come, First Serve.

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If another tank is used as flush, the respective flush barge or vessel that requires the flush. Barges that require a flush, can only start discharges if the flush barge has reported.

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Internal and external tank-to-tank transfers
Transfers between two vessels will only be processed and scheduled when received by the Customer Services department by email. This applies to loading and discharging of sea-going vessels, barges, internal (within the terminal), and external to other locations tank-to-tank transfers.

Minimum nomination requirements, before Vopak places the respective operation in the waiting queue:
• Name of vessel or barge;
• Quantity;
• Product name;
• Tank number(s);
• ETA of vessel or barge;
• Destination of vessel or barge (loading).

In the event a customer has access to only one berth for sea-going vessels, Vopak may grant preferred berthing.

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