

Operational Planning Guidelines ●



Vopak Terminal Europoort



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.

Jetty optimisation

In the event that one or more customers nominate(s) large volumes, Vopak may temporary allocate dedicated jetties per customer. The barges of the respective customer(s) will be handled at these jetties, whereas other barges will be scheduled on First Come, First Serve basis on the other jetties. No idle time is allowed at the dedicated jetty.

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 results in losing the position in the FCFS queue. The barge is required to re-tender NOR via UAB.

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.

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.

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 that 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.

Idle time & hospitality●

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.

Nomination.

Nominations received from customers (and changes to them) 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).

Incomplete nominations will be planned, but will be placed on Vopak hold.

Only when all required parameters are known, the order will be considered for execution.

Notice of readiness (NOR).

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 back date NORs. It is also not possible to exchange NORs between two vessels.

Barges can tender NOR by reporting their arrival via the UAB (Uniform Aanmelden Barges, <http://www.uab-online.nl/>) platform.

The date and time at which the barge, through the UAB platform, sends the notification is considered as NOR time.

Port NOR

When a vessel has multiple calls to discharge or multiple calls to load within the Port of Rotterdam, the first NOR which was tendered upon arrival in Rotterdam is considered as the NOR at Vopak Europoort. This does not apply to sea-going vessels with discharge and loading calls.

Discharge/Load vessels

Sea-going vessels with load orders immediately after discharging at Vopak Europoort can stay 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 received in full;
- Discharge and load orders are from the same customer;
- Maximum idle time between discharge and loading is 6 hours (to allow for vessel's internal pumping);
- 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.

This means that after the vessel tenders NOR, she will be granted the first available slot at that respective jetty.

Internal and external tank-to-tank transfers

The NOR of a tank-to-tank transfer is the date and time at which Vopak received nominations of both parties involved.

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 barge or vessel 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 discharge if the flush barge has reported.

If another tank is used as flush, the tank needs to be released at least 8 hours before the planned completion time of the vessel that requires the flush. Barges that require a flush, can only start discharge when the flush tank is released.

Complete order & First Come, First Serve.

Operations are scheduled in the following order: First sea-going vessels and tank-to-tank transfers, then barges. Within these groups, Vopak applies the principle of First Come, First Serve.

The date and time at which Vopak has received the complete order determines the order of First Come, First Serve.

A complete order comprises of:

- Valid NOR;
- Complete nomination for at least one operation.

This means that operations without complete orders will be queued behind operations with a later NOR that do have a complete nomination.

Call to jetty & Executable order.

At least 4 hours prior to the planned start time of execution, Vopak will check the following criteria before calling a sea-going vessel or barge to the jetty or commencing a tank-to-tank transfer:

- A complete nomination for at least one operation (vessels and barges);
- A complete nomination from both parties involved (tank-to-tank transfer between two parties);
- The respective tank(s) is/are released;
- Sufficient product in the sending tank, or;
- Sufficient ullage in the receiving tank;
- The required infrastructure is available (not in use for other operations or under maintenance);
- All contractual product acceptance and redelivery criteria are met;
- All customer, financial or Vopak holds on the order are lifted.

Operations without executable order(s) will not be called to the jetty and move to the next place in line until all criteria are met.

