Contents

1. Introduction ......................................................................................................................... 4

2. Pre-announcement process ................................................................................................. 4

3. Status request ....................................................................................................................... 4

   3.1. Pick-up of a full container ............................................................................................ 5

   3.2. Pick-up of an empty container ..................................................................................... 5

   3.3. Feedback ....................................................................................................................... 5

4. Call registration ..................................................................................................................... 5

   4.1. Call registration for barges .......................................................................................... 5

      4.1.1. Registration of new vessel ..................................................................................... 6

   4.2. Fixed window ............................................................................................................... 6

   4.3. Changes ....................................................................................................................... 6

      4.3.1. Working method for changes to call size and ETA for barges before feedback .... 6

      4.3.2. Working method for changes to call size and ETA for barge after feedback ....... 6

      4.3.3. Working method for name changes for barges ....................................................... 7

5. Pre-announcement containers .............................................................................................. 7

   5.1. Pre-announcement for import container ...................................................................... 7

      5.1.1. Pick-up of a full container ..................................................................................... 7

      5.1.2. Pick-up of an empty container .............................................................................. 7

      5.1.3. Feedback on pre-announcement message ........................................................... 7

   5.2. Pre-announcement for export container ........................................................................ 8

      5.2.1. Delivery of a full container .................................................................................... 8

      5.2.2. Delivery of an empty container ............................................................................ 8

      5.2.3. Feedback on pre-announcement message ........................................................... 8

   5.3. Conditions for PA OK container status ......................................................................... 8

      5.3.1. Pick-up of a full container ..................................................................................... 8

      5.3.2. Pick-up of an empty container .............................................................................. 9

      5.3.3. Delivery of a full container .................................................................................... 9

      5.3.4. Delivery of an empty container ............................................................................ 9

   5.4. Pre-announcement status .............................................................................................. 9

      5.4.1. PA OK status ..................................................................................................... 9

      5.4.2. NOT OK status ................................................................................................ 9

   5.5. Documents ................................................................................................................... 9

   5.6. Shifters ....................................................................................................................... 10

6. Arrival procedure .................................................................................................................. 10

   6.1. Safety instructions ..................................................................................................... 10

   6.2. Stowage plan ............................................................................................................ 11

   6.3. Mooring ..................................................................................................................... 11
<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.4.</td>
<td>Yard Opening Time</td>
<td>11</td>
</tr>
<tr>
<td>6.5.</td>
<td>Cargo cut-off</td>
<td>11</td>
</tr>
<tr>
<td>7.</td>
<td>Loading and discharge procedure</td>
<td>12</td>
</tr>
<tr>
<td>7.1.</td>
<td>Safety regulations</td>
<td>12</td>
</tr>
<tr>
<td>7.2.</td>
<td>Special cargo</td>
<td>12</td>
</tr>
<tr>
<td>7.2.1.</td>
<td>OOG</td>
<td>12</td>
</tr>
<tr>
<td>7.2.2.</td>
<td>IMO</td>
<td>12</td>
</tr>
<tr>
<td>7.2.3.</td>
<td>Break bulk</td>
<td>13</td>
</tr>
<tr>
<td>7.3.</td>
<td>Picking up stackers</td>
<td>13</td>
</tr>
<tr>
<td>7.4.</td>
<td>What to do in case of damage</td>
<td>13</td>
</tr>
<tr>
<td>7.5.</td>
<td>Registration of visitors and crew</td>
<td>13</td>
</tr>
<tr>
<td>7.5.1.</td>
<td>Registration of visitors</td>
<td>13</td>
</tr>
<tr>
<td>7.5.2.</td>
<td>Changes to crew</td>
<td>13</td>
</tr>
<tr>
<td>7.6.</td>
<td>Necessary documentation</td>
<td>13</td>
</tr>
<tr>
<td>8.</td>
<td>Terminal departure procedure</td>
<td>13</td>
</tr>
<tr>
<td>9.</td>
<td>Communication</td>
<td>14</td>
</tr>
<tr>
<td>9.1.</td>
<td>Opening times</td>
<td>14</td>
</tr>
<tr>
<td>9.1.1.</td>
<td>Opening hours during Christmas &amp; New Year</td>
<td>14</td>
</tr>
<tr>
<td>9.1.2.</td>
<td>Opening hours during other holidays</td>
<td>14</td>
</tr>
<tr>
<td>9.2.</td>
<td>Operational website</td>
<td>14</td>
</tr>
<tr>
<td>9.3.</td>
<td>TermView</td>
<td>14</td>
</tr>
<tr>
<td>9.4.</td>
<td>E-learning programme</td>
<td>14</td>
</tr>
<tr>
<td>Appendix 1</td>
<td>Contact information</td>
<td>15</td>
</tr>
<tr>
<td>Appendix 2</td>
<td>Deadlines</td>
<td>19</td>
</tr>
<tr>
<td>Appendix 3</td>
<td>List of abbreviations</td>
<td>20</td>
</tr>
<tr>
<td>Appendix 4</td>
<td>Portbase information flows Barge Planning</td>
<td>21</td>
</tr>
<tr>
<td>Appendix 5</td>
<td>Conditions for OK container status</td>
<td>22</td>
</tr>
<tr>
<td>Appendix 6</td>
<td>Safety instructions Inland Navigation flyer</td>
<td>23</td>
</tr>
<tr>
<td>Appendix 7</td>
<td>Error codes</td>
<td>25</td>
</tr>
</tbody>
</table>
1. Introduction

The operational procedures described in this manual are specifically intended for all barge operators who are going to visit APM Terminals Maasvlakte II (APMTMVII). The chapters are presented in the same sequential order in which the procedures need to be followed by the barge operators during a visit to APMTMVII. APMTMVII is a highly automated terminal. It is therefore essential that all information is submitted correctly and on time, allowing the operation to be conducted safely and smoothly. This operational manual has been compiled to provide barge operators with a clear insight into the various procedures at APMTMVII, in order to streamline our shared processes.

This document is supported by the following appendices:
- Appendix 1: Contact information;
- Appendix 2: Deadlines;
- Appendix 3: List of abbreviations;
- Appendix 4: Portbase information flows Barge Planning;
- Appendix 5: Conditions for container status OK;
- Appendix 6: Safety instructions Inland Navigation flyer;
- Appendix 7: Error codes.

2. Pre-announcement process

APMTMVII has dedicated stacks for each hinterland modality. To achieve an optimal stacking process, we require various information from the barge operator at fixed intervals during the process. At APMTMVII, information is exchanged through Portbase’s Port Community System. We ask the barge operator to pre-announce all container and barge details electronically through Portbase’s service Barge Planning. Only then it is possible to deliver or pick up a container at APMTMVII. In Appendix 4, you will find a description of the Portbase information flows for the service Barge Planning. This is a schematic representation of the electronic message exchange. A list of the deadlines for the submission of information imposed by APMTMVII can be found in Appendix 2. When the APMTMVII system indicates that some part of the pre-announcement process is not complete, the barge operator will receive an error code. The meanings of the various codes can be found in Appendix 7.

It is essential that you initiate your pre-announcement before the deep-sea vessel involved arrives. As soon as we know the next modality, we can place the container in the correct dedicated stack and offer you a short handling time. In the event you inform us completely and on time, we guarantee you a reliable handling process and a high level of service. This gives you added flexibility and certainty in your everyday work. In the following chapters, the pre-announcement process is described in greater detail.

3. Status request

The first step in the pre-announcement process is the "status request" (COPINO 13) message. This message informs APMTMVII that the barge operator wishes to pick up the container and will ensure that APMTMVII places the container in the barge stack. If this message is not sent in time, the container could end up positioned in the wrong stack. Although APMTMVII always strives to load your container on time, this error can lead to delays. That is why we emphasize the importance of sending your "status request" message before the Estimated Time of Arrival (ETA) of the deep-sea vessel in question.
3.1. Pick-up of a full container
When submitting a "status request" message for a full container, the following information needs to be submitted using Portbase’s service Barge Planning:

- Quay;
- Container number;
- Release number;
- Shipping line;
- Size/type;
- Inland terminal.

3.2. Pick-up of an empty container
When submitting a "status request" message for an empty container, the following information needs to be submitted using Portbase’s service Barge Planning:

- Quay;
- Container number/type;
- Release number;
- Shipping line;
- Inland terminal.

3.3. Feedback
When requesting a status of an import container, the barge operator will receive feedback from APM Terminals MVII on the following information:

- Expected discharge time of the container at the terminal;
- Status of the commercial release;
- Presence of Customs documentation;
- Information about transport blockades.

The moment a not yet discharged, pre-announced container is discharged, the barge operator will receive feedback automatically. Each change in the status of the container will result in a new message being sent. The barge operator will receive additional notification if the expected discharge time of a container changes by an increment of thirty minutes.

4. Call registration

4.1. Call registration for barges
The next step in the process is the registration of the barge through the service Barge Planning. The "barge call registration" needs to be made according to the following timetable:

<table>
<thead>
<tr>
<th>Registration for</th>
<th>Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday 09:30</td>
<td>Tuesday 00:01 - Tuesday 24:00</td>
</tr>
<tr>
<td>Tuesday 09:30</td>
<td>Wednesday 00:01 - Wednesday 24:00</td>
</tr>
<tr>
<td>Wednesday 09:30</td>
<td>Thursday 00:01 - Thursday 24:00</td>
</tr>
<tr>
<td>Thursday 09:30</td>
<td>Friday 00:01 - Friday 24:00</td>
</tr>
<tr>
<td>Friday 09:30</td>
<td>Saturday 00:01 - Monday 24:00</td>
</tr>
</tbody>
</table>

The message needs to contain the following information:

- Number to be discharged and loaded;
- ETA/Estimated Time of Departure (ETD);
- Name of barge;
- Remarks.
On weekdays, APMTMVII will provide feedback on the definitive time windows (Planned Time of Operations (PTO) + Quay) no later than 15:00 the same day (barring exceptions), through the service Barge Planning. Feedback regarding the definitive time windows for weekend operations will be sent on Friday before 15:00.

When registering a call with a Fixed Window, the Fixed Window number needs to be added to the blank field in the service Barge Planning. For Fixed Window calls, another timetable applies:

<table>
<thead>
<tr>
<th>Registration for</th>
<th>Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday 09:30</td>
<td>Wednesday 00:01 - 24:00</td>
</tr>
<tr>
<td>Tuesday 09:30</td>
<td>Thursday 00:01 - 24:00</td>
</tr>
<tr>
<td>Wednesday 09:30</td>
<td>Friday 00:01 - 24:00</td>
</tr>
<tr>
<td>Thursday 09:30</td>
<td>Saturday &amp; Sunday 00:01 - 24:00</td>
</tr>
<tr>
<td>Friday 09:30</td>
<td>Monday &amp; Tuesday 00:01 - 24:00</td>
</tr>
</tbody>
</table>

### 4.1.1. Registration of new vessel
When a vessel makes its first call at APMTMVII, the barge operator needs to submit the following information through Portbase’s service Barge Planning:
- Name of barge, including European number;
- Barge contact details: e-mail and telephone;
- Particulars;
- Maximum number of TEUs (Twenty feet Equivalent Units) to load (including layers/ height);
- Blank stowage plan (discharge/ load plan);
- Dimensions of barge;
- Bulkhead(s) found in cargo hold;
- Lengths: vessel (total length), accommodations, hold, fore part, forecastle;
- Width;
- Presence of vertical cell guide rails (height + equal or unequal);
- Reefer plugs;
- Automatic twist locks Y/N.

### 4.2. Fixed window
APMTMVII will be using a Fixed Window system. Further information about Fixed Windows can be found in the document Fixed Window Barge. This document will be made available in January on APMTMVII’s operational website ([www.DailyLiftingMVII.com](http://www.DailyLiftingMVII.com)).

In order to qualify for a Fixed Window, the call size should be at least 25 moves once a week. If this condition is met, the Fixed Window will be scheduled for the same day and time each week. If multiple barge stops meet this requirement every week, each one will be scheduled as a Fixed Window.

### 4.3. Changes

#### 4.3.1. Working method for changes to call size and ETA for barges before feedback
Changes made after the request is done and before the feedback is received need to be processed in the service Barge Planning directly.

#### 4.3.2. Working method for changes to call size and ETA for barge after feedback
In order to change the call size or ETA for the barge after the definitive time window has been issued, the barge operator needs to contact the APMTMVII Berth planning department. After obtaining
permission, changes may be made in the service Barge Planning. The ETA barge needs to be updated in the event the ETA differs from the final time issued by more than 30 minutes.

Berth planning can be reached by phone on weekdays between 07:30 and 17:00. Outside of these hours, your call will be forwarded to the appropriate department.

Contact information Berth planning:
E-mail       MVII.berthplanning@apmterminals.com
Telephone    +31 (0)10 7549671

4.3.3. Working method for name changes for barges
In order to change the name of the barge after the definitive time window has been issued and handling is in progress, the barge operator needs to contact the APMTMVII Berth planning department using the contact details above. After permission is granted, the barge operator needs to create a new call through Portbase's service Barge Planning. The Berth planner will then add a new barge in the space of the barge being removed from the call. If all data has been successfully transferred by the Data EDI Center, the Berth planner will delete the old call.

5. Pre-announcement containers

After the slot has been requested, a container can be pre-announced at APMTMVII via the service Barge Planning. Pre-announcements need to be made through the service Barge Planning for all containers that the barge operator intends to pick-up or deliver, whether full or empty.

5.1. Pre-announcement for import container
In addition to a "status request" message, APMTMVII requires pre-announcement for all import containers through Portbase's service Barge Planning.

5.1.1. Pick-up of a full container
When picking up a full container, the following required fields need to be completed in the service Barge Planning:

- Quay;
- Container number;
- Release number;
- Shipping line;
- Size/type;
- Inland terminal.

5.1.2. Pick-up of an empty container
When picking up an empty container, the following required fields need to be completed in the service Barge Planning:

- Quay;
- Container number/type;
- Release number;
- Shipping line;
- Inland terminal.

5.1.3. Feedback on pre-announcement message
The barge operator receives feedback from APMTMVII regarding the following information:

- Expected discharge time of the container at the terminal, in case the container has not been discharged yet;
5.2. Pre-announcement for export container

5.2.1. Delivery of a full container
When delivering a full container, the following required fields need to be completed in the service Barge Planning:
- Quay;
- Container number;
- Booking number;
- Seal number;
- Shipping line;
- Size/type.

5.2.2. Delivery of an empty container
When delivering an empty container, the following required fields need to be completed in the service Barge Planning:
- Quay;
- Container number;
- Booking number;
- Shipping line;
- Size/type.

5.2.3. Feedback on pre-announcement message
The barge operator receives feedback from APMTMVII regarding the following information:
- Presence of Customs documentation;
- Booking number known;
- Information about transport blockades.

5.3. Conditions for PA OK container status
All containers need to be pre-announced through Portbase's service Barge Planning. The container may be delivered or picked up at APMTMVII only if all components of the pre-announcement are correctly submitted before the cut-off of six hours before ETA barge.

5.3.1. Pick-up of a full container
The container may only be picked up at APMTMVII if all components of the pre-announcement are correctly submitted before the cut-off of six hours before ETA barge. The container will then receive the PA OK (Pre-Announcement OK) status. For this the following conditions need to be met:
- Container needs to be present;
- Container needs to have a commercial release;
- Container may not be blocked;
- APMTMVII needs to receive all Customs documentation electronically.

You can find further information on submitting Customs documentation in Chapter 5.5.
5.3.2. **Pick-up of an empty container**
The container may only be picked up at APMTMVII if all components of the pre-announcement are correctly submitted before the cut-off of six hours before ETA barge. The container will then receive the PA OK status. For this, the following conditions need to be met:
- Container needs to be present;
- Empty departure order (EDO) needs to be present;
- Container may not be blocked (depends on the type of blockade).

5.3.3. **Delivery of a full container**
The container may only be delivered at APMTMVII if all components of the pre-announcement are correctly submitted before the cut-off of six hours before ETA barge. The container will then receive the PA OK status. The barge operator needs to include the seal number in the pre-announcement. In addition, the following conditions need to be met:
- APMTMVII needs to receive all Customs documentation electronically;
- The seal number needs to be submitted to APMTMVII;
- The terminal needs to have the booking number.

5.3.4. **Delivery of an empty container**
The container may only be delivered at APMTMVII if all components of the pre-announcement are correctly submitted before the cut-off of six hours before ETA barge. The container will then receive the PA OK status. For this, the following condition need to be met:
- Empty receive order (ERO) needs to be present;

5.4. **Pre-announcement status**

5.4.1. **PA OK status**
If all conditions described in Chapter 5.3. have been met and the pre-announcement has been made at least six hours before ETA barge, the container will be assigned the PA OK status. The container is then released for loading or discharge. The various conditions can be found in Appendix 5. All communication is routed through Portbase.

5.4.2. **NOT OK status**
There are two possible causes for receiving a NOT OK status:
- One of the conditions outlined in Appendix 5 has not been met. The container is then assigned the NOT OK status.
- You have met all conditions outlined in Appendix 5 but the pre-announcement has been sent after the deadline of six hours before ETA barge. The container is then assigned the NOT OK status.

A container with a NOT OK status cannot be picked up or delivered. In this case, the container needs to be rescheduled. When the specifics of a container have changed after the deadline, the planner will decide if it is possible to alter the status of the container from NOT OK to OK. If this is possible, the container may be loaded or discharged.

5.5. **Documents**
Customs documents need to be submitted by the forwarder or shipper through either the service Notification Export Documentation (NED) or the service Notification Import Documentation (NID) of Portbase's Port Community System.

In cases where the documents need to be physically present with the container (Army documents, for example), these documents will be picked up or delivered by an employee of APMTMVII. The
barge operator should hand over the documentation in a sealed box/envelope. APMTMVI is responsible for the delivery of the box/envelope at the Customs but is not responsible for the content of the box/envelope. The barge operator can inform the APMTMVI Short Term Planner of this. In all other cases, the documents need to be submitted through Portbase.

You can contact the Short Term Planner through the Vessel planning department. This department can be reached 24 hours a day, 7 days a week, with the exception of Christmas and New Year’s Day.

**Contact information Vessel planning:**

- **E-mail:** MVII.vesselplanning@apmterminals.com
- **Telephone:** +31 (0)10 7549673 / 9674

**5.6. Shifters**

When specific containers need to be shifted and not discharged, APMTMVI is forced to perform additional actions. The same is true for shifters that occur when a container with a NOT OK status is on top of other containers waiting to be discharged. The barge operator and APMTMVI will sign a contract stipulating who will bear financial responsibility for shifters.

To submit a request for shifters or restows, the captain or barge operator needs to contact the Data EDI Clerk of APMTMVI. The following information needs to be provided:

- Number of shifters;
- Start location and end location.

APMTMVI will enter the details in a form that will be sent by e-mail to the captain for his approval.

**Contact information Data EDI Center:**

- **E-mail:** MVII.datacenter@apmterminals.com
- **Telephone:** +31 (0)10 7549525 / 9526

Whenever the stowage plan indicates that shifters and restows will need to be made, the barge operator should contact the Short Term Planner. The Planner can be reached through the Vessel planning department. Contact information for the Vessel planning department can be found in Chapter 5.5. and in Appendix 1.

**6. Arrival procedure**

**6.1. Safety instructions**

The captain is obliged to inform security and the Health Safety Security & Environment (HSSE) department in advance regarding notification of visitors. The captain also needs to provide APMTMVI with advance notice of changes of the crew. More information on this subject can be found in Chapter 7.5.

The HSSE department can be reached by phone on weekdays between 08:30 and 17:00. Outside of these office hours, contact the Hazardous Cargo Team (HCT). They are available 24/7 in case of emergencies.

**Contact information HSSE:**

- **E-mail:** MVII.hse@apmterminals.com
- **Telephone:** +31 (0)10 7549563 68 69
6.2. Stowage plan
We ask you to submit the stowage plan by e-mail to the APMTMVII Short Term Planner. We do not accept stowage plans on paper. APMTMVII prefers that all stowage plans will be received at least six hours prior to ETA barge. You can contact the Short Term Planner through the Vessel planning department. This department can be reached 24 hours a day, 7 days a week, with the exception of Christmas and New Year’s Day. Contact information for the Vessel planning department can be found in Chapter 5.5 and in Appendix 1.

6.3. Mooring
When a barge wishes to moor, a number of tasks need to be completed first. First, the captain needs to contact the APMTMVII Short Term Planner by telephone. You can contact the Short Term Planner through the Vessel planning department. Contact information for the Vessel planning department can be found in Chapter 5.5 and in Appendix 1.

The captain needs to provide the following information:
- ETA;
- Number to load and discharge (for purposes of confirmation);
- Other particulars.

APMTMVII will then provide the captain with the correct bollard number, along with directions on how to come alongside. Starboard is standard unless otherwise indicated. After this step, the definitive number to load and discharge will be confirmed. Once this has been done, the barge is free to moor at its assigned bollard.

6.4. Yard Opening Time
The Yard Opening Time (YOT) at APMTMVII is defined at seven days + 24 hours before ETA deep-sea vessel. Barge operators may deliver containers at APMTMVII up to 24 hours before ETA deep-sea vessel. The particulars involved with the YOT are communicated through the APMTMVII operational website (www.DailyLiftingMVII.com).

6.5. Cargo cut-off
The container may be delivered or picked up only if all components of the pre-announcement are correctly submitted before the cut-off of six hours before ETA barge. In the event the container status changes from NOT OK to OK after the cut-off of six hours before ETA barge, APMTMVII will make every effort to try to load/discharge the container. However, loading/discharge cannot be guaranteed.
7. **Loading and discharge procedure**

7.1. **Safety regulations**
Every individual on APMTMVII grounds, including visitors and suppliers, need to comply with the safety regulations that apply at the terminal. A number of these rules and security measures follow:

- Obey instructions given by APMTMVII personnel at all times;
- You need to be able to provide identification at all times (a valid ID card or passport is required);
- Terminal security conducts random checks;
- A video surveillance system is in place to protect the terminal;
- Be certain you have correctly moored your vessel at the quay;
- A representative from the vessel needs to be present outdoors, at a safe location, during operations;
- During operations, after mooring, bow thruster and motor need to be turned off;
- During mooring, operations on your vessel need to cease;
- The loading or discharging of vehicles with your own crane is not permitted;
- Bunkering is prohibited;
- Performing large-scale maintenance tasks is prohibited;
- In the event visitors wish to board or de-board the vessel, the captain needs to notify security and the HSSE department of this fact in advance. Contact information for these departments can be found in Chapter 6.1 and in Appendix 1.
- Setting foot on the quay to tie off or unmoor hawser is only allowed while wearing a flotation jacket.
- Smoking or open fire are prohibited at the terminal.
- Use or possession of, or dealing in alcohol and drugs is prohibited. Random checks will occur and cooperation with these checks is mandatory;
- No photos or video recordings may be made without permission;
- Use of PPEs (Personal Protective Equipment: protective footwear, yellow safety vests and a helmet) is mandatory at all times. In the event the correct PPEs are not worn, operations will be halted.
- A safety harness should be worn when working at heights equal to or greater than 2.5 meters.
- All incidents need to be reported as they occur to the following telephone number: +31 (0)6 83076494

7.2. **Special cargo**

7.2.1. **OOG**
Oversize or Out Of Gauche (OOG) cargoes that can be successfully loaded/discharged with spreaders (heights up to 200 cm) or with chains (heights up to 350 cm) will be handled by the crane team. If special equipment is needed, we will deploy the break bulk team. You can request this at the shipping company.

7.2.2. **IMO**
IMO (International Maritime Organization) 1 and IMO 7 containers will only be admitted to the terminal for immediate transport or deportation and not for storage. The authorities involved (Ministry of Infrastructure and the Environment) will guide the handling after discharge.

All containers will first be inspected and measured by APMTMVII’s HCT before the containers are handled. This is to make sure that the level of radiation is not higher than is indicated on the container packing certificate. Only after approval from HCT the operation will start. This may lead to a short delay in the vessel’s stay at the terminal.
7.2.3. Break bulk
In the event break bulk needs to be loaded or discharged, the barge operator needs to contact the Short Term Planner. The Short Term Planner is available 24/7. You can contact the Short Term Planner through the Vessel planning department. Contact information for the Vessel planning department can be found in Chapter 5.5 and in Appendix 1.

7.3. Picking up stackers
In case that stackers need to be picked up, the crew is responsible for picking up the stackers. Regulation and legislation concerning personal protection and working at height should be taken into account.

In case of (semi) automatic stackers, a third party (authorized to work at APMTMVII), can be hired directly by the barge operator or by the captain. The barge operator, or captain, needs to have direct contact with the third party about ETA. During operation, APMTMVII will assist with a stackerflat. In the stackerflat, a deckhand from APMTMVII and a crew member will take place. The deckhand to guarantee safety and the crew member to pick up the stackers.

7.4. What to do in case of damage
At APMTMVII, camera images of the container are recorded from all angles. Photographic material is available. The barge operator shall request such material from the shipping company. Whenever there is damage to the ship, the Vessel planning department need to be informed. Contact information for the Vessel planning department can be found in Chapter 5.5 and in Appendix 1. Once this has been done, a Shift coordinator will conduct an investigation. The coordinator will compile a report and pass it on to the Claims department. They will contact the barge operator in order to wrap up the damage procedure.

7.5. Registration of visitors and crew
All visitors and suppliers need to be pre-announced at the security and the HSSE department. Contact information for these departments can be found in Chapter 6.1. and in Appendix 1.

7.5.1. Registration of visitors
The captain is obliged to inform security and the Health Safety Security & Environment (HSSE) department in advance regarding registration of visitors. Only authorised employees of the barge operator may register visitors. When visitors have not been registered, security will attempt to determine if access to the terminal may be granted.

7.5.2. Changes to crew
The captain needs to provide APMTMVII security with advance notice of changes of the crew. This notice needs to specify who will be boarding and de-boarding the vessel.

7.6. Necessary documentation
If there are IMO or hazardous goods papers present, the barge operator or captain needs to present them to APMTMVII. An APMTMVII employee will retrieve or deliver this documentation. Further information on delivery and/or retrieval of documentation can be found in Chapter 5.5.

8. Terminal departure procedure
Once the captain has received permission from APMTMVII, he is free to leave the terminal. APMTMVII will send a final loading plan by e-mail afterwards. The loading and discharge confirmation will also be sent by e-mail to the barge operator or captain.
9. Communication

9.1. Opening times
The gate and sea side operations at APMTMVII are open 24 hours a day, 7 days per week. The office hours are Monday – Friday from 08:30 - 17:00.

9.1.1. Opening hours during Christmas & New Year
Closed from December 24 – 14.00 hours till December 26 – 07.00 hours.
Closed from December 31 – 14.00 hours till January 1 – 15.00 hours.

9.1.2. Opening hours during other holidays
During holidays of Good Friday (April), Easter Monday (April), Liberation day (5 May), Ascension Day (June) and Pentecost Monday (June) our operations will run as per usual.

9.2. Operational website
The status of individual containers will be communicated through Portbase. We also have an operational website (www.DailyLiftingMVII.com) where information about our operations can be found. Here we share updates about major disruptions, news and operational instructions.

9.3. TermView
The TermView application can be accessed through www.DailyLiftingMVII.com from March 1st 2015. To access TermView a Log-In and password can be obtained through the TermView website.

The following information is accessible via TermView:
- Container information:
  - Container full or empty;
  - Custom-, client- and terminal blocks;
  - Container available on terminal;
  - If container available in which type stack (barge, rail, truck).
- Creating, updating and viewing booking numbers;
- Creating, updating and viewing import releases with pin number (pin number cannot be viewed);
- Creating and viewing Equipment Delivery Orders (EDO);
- Creating and viewing Equipment Receive Orders (ERO);
- The berth plan with the following elements:
  - Deep-sea, feeder and barge planning (actual);
    - Yard opening time per vessel;
    - Cargo Cut Off per vessel;
    - ETA per vessel;
    - ETD of Departure per vessel;
  - Proforma scheme for the next 14 days.

Until TermView is accessible the above information can be requested at the Data EDI Center.

9.4. E-learning programme
It is important to APMTMVII that visitors to the terminal are familiar with the procedures and safety regulations that are in place at the terminal. That is why APMTMVII offers an E-learning programme for barge operators. APMTMVII does not require that operators use the E-learning programme, but it is recommendable. You can request a link (that will take you to the E-learning programme) from the HSSE department. Contact information for the HSSE department can be found in Chapter 6.1 and in Appendix 1.
Appendix 1: Contact information

General information:

Address:
APM Terminals Maasvlakte II BV
Europaweg 910
3199 LC Maasvlakte-Rotterdam
Operational departments:

Berth and Rail planning
Telephone: +31 (0)10 7549671
E-mail: MVII.berthplanning@apmterminals.com

Data EDI Center:
Telephone: +31 (0)10 7549525 / 9526
E-mail: MVII.datacenter@apmterminals.com

Vessel planning
Telephone: +31 (0)10 7549673 / 9674
E-mail: MVII.vesselplanning@apmterminals.com

Gate Department
Telephone: +31 (0)10 7549679 / 9684
E-mail: MVII.gate@apmterminals.com
E-mail: MVII.gatecoordinator@apmterminals.com

Special Cargo & Reefers
Telephone: +31 (0)10 7549647
E-mail: MVII.specialcargo@apmterminals.com
E-mail: MVII.reefers@apmterminals.com

Operational Management

Senior Management Team

Chief Operations Officer
Mr. Henk de Groot
Telephone: +31 (0)10 7549500
Sr. Manager Operations
Mr. Bart Noordzij
Telephone: +31 (0)10 7549500
E-mail: bart.noordzij@apmterminals.com

Mr. Rik Geurtsen
Telephone: +31 (0)10 7549500
E-mail: rik.geurtsen@apmterminals.com

Execution Manager (24/7 operations management)
Telephone: +31 (0)10 7549670

Planning Manager
Mr. Ad van Strien
Telephone: +31 (0)10 7549686
E-mail: ad.van.strien@apmterminals.com

Mr. Jeroen de Rijcke
Telephone: +31 (0)10 7549686
E-mail: jeroen.de.rijcke@apmterminals.com

Manager Supporting Services
Mr. Ray van Oort
Telephone: +31 (0)10 7549647
E-mail: ray.van.oort@apmterminals.com
Other contact information

**HSSE Department**
Telephone: +31 (0)10 7549773  
Telephone: +31 (0)6 41851780  
E-mail: MVII.security@apmterminals.com

Telephone: +31 (0)10 7549563 68 69  
E-mail: MVII.hse@apmterminals.com

Telephone: +31 (0)6 13863402  
E-mail: MVII.hct@apmterminals.com

**Head of Commercial**
Mr. Jouke Schaap  
Telephone: +31 (0)10 7549524  
E-mail: jouke.schaap@apmterminals.com

**Customer Service Manager**
Ms. Mara Vroon  
Telephone: +31 (0)10 7549555  
E-mail: mara.vroon@apmterminals.com

**Business Development Manager**
Mr. Erik van de Kamp  
Telephone: +31 (0)6 46264595  
E-mail: erik.van.de.kamp@apmterminals.com

**Communications Manager**
Ms. Ivana Srecec  
Telephone: +31 (0)10 7549521  
E-mail: ivana.srecec@apmterminals.com
<table>
<thead>
<tr>
<th>Subject</th>
<th>Deadline</th>
<th>From</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Window Request</td>
<td>Provisional</td>
<td>Barge operator</td>
<td>APMTMVII Berth planning</td>
</tr>
<tr>
<td>Confirmation of barge call (FW)</td>
<td>48 hours prior to ETA</td>
<td>Barge operator</td>
<td>APMTMVII Portbase &quot;Barge planning&quot;</td>
</tr>
<tr>
<td>Request for barge call</td>
<td>24 hours prior to ETA</td>
<td>Barge operator</td>
<td>APMTMVII Portbase &quot;Barge planning&quot;</td>
</tr>
<tr>
<td>Status request message</td>
<td>Prior to ETA deep-sea vessel</td>
<td>Barge operator</td>
<td>APMTMVII Portbase &quot;Barge planning&quot;</td>
</tr>
<tr>
<td>Pre-announcement container delivery</td>
<td>6 hours prior to ETA</td>
<td>Barge operator</td>
<td>APMTMVII Portbase &quot;Barge planning&quot;</td>
</tr>
<tr>
<td>Pre-announcement container pick-up</td>
<td>6 hours prior to ETA</td>
<td>Barge operator</td>
<td>APMTMVII Portbase &quot;Barge planning&quot;</td>
</tr>
<tr>
<td>Cargo Cut-off</td>
<td>6 hours prior to ETA</td>
<td>APMTMVII</td>
<td>Barge operator</td>
</tr>
<tr>
<td>Stowage plan</td>
<td>6 hours prior to ETA</td>
<td>Barge operator</td>
<td>APMTMVII Vessel planning</td>
</tr>
</tbody>
</table>
## Appendix 3: List of abbreviations

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>APMTMVII</td>
<td>APM Terminals Maasvlakte II</td>
</tr>
<tr>
<td>EDO</td>
<td>Empty departure order</td>
</tr>
<tr>
<td>ERO</td>
<td>Empty receive order</td>
</tr>
<tr>
<td>ETA</td>
<td>Estimated Time of Arrival</td>
</tr>
<tr>
<td>ETD</td>
<td>Estimated Time of Departure</td>
</tr>
<tr>
<td>HCT</td>
<td>Hazardous Cargo Team</td>
</tr>
<tr>
<td>HSSE</td>
<td>Health Safety Security &amp; Environment</td>
</tr>
<tr>
<td>ID</td>
<td>Proof of Identity</td>
</tr>
<tr>
<td>IMO</td>
<td>International Maritime Organization</td>
</tr>
<tr>
<td>NED</td>
<td>Notification Export Documentation</td>
</tr>
<tr>
<td>NID</td>
<td>Notification Import Documentation</td>
</tr>
<tr>
<td>OOG</td>
<td>Out of Gauche</td>
</tr>
<tr>
<td>PA</td>
<td>Pre-Announcement</td>
</tr>
<tr>
<td>PA NOK</td>
<td>Pre-Announcement Not OK</td>
</tr>
<tr>
<td>PA OK</td>
<td>Pre-Announcement OK</td>
</tr>
<tr>
<td>PPE</td>
<td>Personal Protection Equipment</td>
</tr>
<tr>
<td>PTO</td>
<td>Planned Time of Operations</td>
</tr>
<tr>
<td>TEU</td>
<td>Twenty feet Equivalent Unit</td>
</tr>
<tr>
<td>YOT</td>
<td>Yard Opening Time</td>
</tr>
</tbody>
</table>
Appendix 4: Portbase Information Flows Barge Planning
## Appendix 5: Conditions for OK container status

<table>
<thead>
<tr>
<th></th>
<th>Full pickup</th>
<th>Empty pickup</th>
<th>Full delivery</th>
<th>Empty delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Container available</td>
<td>X (number)</td>
<td>X (type or number)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customs documents received by terminal electronically</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Exemption</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Booking number known to terminal</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Seal number reported to terminal</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Possible holds</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>
Appendix 6: Safety instructions Inland Navigation flyer
# Appendix 7: Error codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Amount</th>
<th>Texts in TOS</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>CDM:</td>
<td>1</td>
<td>CUSTOMS DOCUMENTS MISSING</td>
<td>The export document is missing in Portbase. Please contact the forwarding agent.</td>
</tr>
<tr>
<td>CDM:</td>
<td>2</td>
<td>CUSTOMS DOCUMENTS MISSING</td>
<td>The import document is missing in Portbase. Please contact the forwarding agent.</td>
</tr>
<tr>
<td>BLT:</td>
<td>1</td>
<td>BLOCKED BY TERMINAL</td>
<td>The container is blocked by the terminal. Please contact the liner agent.</td>
</tr>
<tr>
<td>BLC:</td>
<td>1</td>
<td>BLOCKED BY CUSTOMS DLV.</td>
<td>The container is blocked by the customs. Please contact the liner agent.</td>
</tr>
<tr>
<td>COA:</td>
<td>1</td>
<td>CONTAINER IS IN THE YARD</td>
<td>The container is in the APM Terminals MVII yard. Please contact the liner agent.</td>
</tr>
<tr>
<td>COA:</td>
<td>2</td>
<td>CONTAINER NOT IN YARD</td>
<td>The container is not in the APM Terminals MVII yard. Please contact the liner agent.</td>
</tr>
<tr>
<td>COA:</td>
<td>3</td>
<td>CONTAINER NOT IN YARD</td>
<td>The container is released but not yet expected. Please contact the liner agent.</td>
</tr>
<tr>
<td>COR:</td>
<td>1</td>
<td>PREAN LINE OPR DOESNT MATCH UNIT LINE OPR</td>
<td>The container is released by a different liner. Please contact the liner agent.</td>
</tr>
<tr>
<td>COR:</td>
<td>2</td>
<td>PIN DOESNT MATCH OR EXPIRED</td>
<td>No (correct) release found. Please contact the liner agent.</td>
</tr>
<tr>
<td>COR:</td>
<td>3</td>
<td>PIN DOESNT MATCH OR EXPIRED</td>
<td>The pin doesn’t match or is expired. Please contact the liner agent.</td>
</tr>
<tr>
<td>COR:</td>
<td>4</td>
<td>UNIT SIZE/TYPE DOES NOT MATCH PREAN ORDER SIZE/TYPE</td>
<td>A different ISO type is known in the booking. Please contact the liner agent.</td>
</tr>
<tr>
<td>COR:</td>
<td>5</td>
<td>PREAN LINE OPR DOESNT MATCH UNIT LINE OPR</td>
<td>The booking is unknown for this liner. Please contact the liner agent.</td>
</tr>
<tr>
<td>COU:</td>
<td>1</td>
<td>CONTAINER IS UNKNOWN</td>
<td>The container is unknown. Please contact the liner agent.</td>
</tr>
<tr>
<td>CTV:</td>
<td>1</td>
<td>UNIT WAS RE-ROUTED TO A DIFFERENT OUTBOUND CARRIER</td>
<td>The outbound carrier/modality has changed. Please contact the liner agent.</td>
</tr>
<tr>
<td>ORN:</td>
<td>1</td>
<td>PREAN ORDER (OR ORDER FOR LINE) NOT FOUND</td>
<td>The booking is unknown for this liner. Please contact the liner agent.</td>
</tr>
<tr>
<td>ORN:</td>
<td>2</td>
<td>UNIT SIZE/TYPE DOES NOT MATCH PREAN ORDER SIZE/TYPE</td>
<td>A different ISO type is known in the booking. Please contact the liner agent.</td>
</tr>
<tr>
<td>BCO:</td>
<td>1</td>
<td>CARGO OPENING TIME HAS NOT PASSED YET</td>
<td>The cargo opening time is still closed. Please contact the liner agent.</td>
</tr>
<tr>
<td>BLA:</td>
<td>1</td>
<td>ACTIVE H/P IN PREAN LINE DELIVER GROUP</td>
<td>The container is blocked. Please contact the liner agent.</td>
</tr>
<tr>
<td>BLC:</td>
<td>1</td>
<td>BLOCKED BY CUSTOMS DLV.</td>
<td>The container is blocked. Please contact the customs.</td>
</tr>
<tr>
<td>OTH:</td>
<td>2</td>
<td>TRUCKING COMPANY 8713755270895 HAS BEEN DELETED AND CANNOT HAVE APPOI'</td>
<td>The trucking company is unknown. Please contact the Data EDI Center Of APM Terminals MVII.</td>
</tr>
<tr>
<td>OTH:</td>
<td>3</td>
<td>CUSTOM COPINOS NOT ACCEPTED FOR CARRIER VISIT'</td>
<td>The pre-announcement is stopped by APM Terminals MVII for this carrier. Please contact the liner agent.</td>
</tr>
<tr>
<td>OTH:</td>
<td>4</td>
<td>PAST GENERAL CARGO CUTOFF 2014-09-30 06 00 00 0</td>
<td>The cargo opening for this vessel is passed. Please contact the liner agent.</td>
</tr>
<tr>
<td>OTH:</td>
<td>5</td>
<td>NO TRANSACTION TYPE DE EXISTS FOR THE STAGE PREAN</td>
<td>The pre-announced unit has not been stacked yet, please contact the liner agent.</td>
</tr>
<tr>
<td>OTH:</td>
<td>6</td>
<td>ERROR FOR SAWI2410128 FOR AN IMPORT, THE DISCHARGE PORT MUST BE THE</td>
<td>The used port of destination is not configured at APM Terminals MVII. Please contact the Data EDI Center Of APM Terminals MVII.</td>
</tr>
<tr>
<td>OTH:</td>
<td>8</td>
<td>NO LINE RELEASE FOR OUTBOUND TRUCK</td>
<td>The unit is not released for the modality truck. Please contact the liner agent.</td>
</tr>
<tr>
<td>OTH:</td>
<td>9</td>
<td>NO LINE RELEASE FOR OUTBOUND BARGE</td>
<td>The unit is not released for the modality barge. Please contact the liner agent.</td>
</tr>
<tr>
<td>OTH:</td>
<td>10</td>
<td>NO LINE RELEASE FOR OUTBOUND RAIL</td>
<td>The unit is not released for the modality rail. Please contact the liner agent.</td>
</tr>
</tbody>
</table>