HUTCHISON PORTS VENLO

Standard Operating Procedure (SOP)
Terminal Services

Version 5.1 – June 2026

1. Introduction 3
2. General Information 4
2.1. Contact details 4
2.2. Working hours 5
2.3. Terminal figures 6
3. Truck handling 7
3.1. Terminal Access 7
3.2. Booking procedure 7
3.3. Gate-in 8
3.4. Do it yourself desk (DIYD) 8
3.5. Remote Check-In (RCI) 8
3.6. Counter 8
3.7. Gate-in barrier 9
3.8. Container yard 9
3.9. Gate-out barrier 9
3.10. Barge- and Railterminal Night announcement 9
4. Barge handling 10
5. Rail handling 11
6. Storage 12
6.1. Full containers 12
6.1.1. Non-hazardous Cargo 12
6.1.2. Hazardous Cargo (ADR/IMO) 12
6.1.3. Waste 13
6.2. Empty containers 13
6.3. Interim Storage 13
7. Depot, Container Maintenance & Repair 14
7.1. Depot 14
7.2. Container Maintenance & Repair 14
7.3. Shunting between barge- and rail terminal 14
8. Local trucking 15
9. Auxiliary Terminal Services 16
9.1. Shifting of containers 16
9.2. Missing seals and labels 16
9.3. Off-standard handling 16
9.4. Reefer containers 16
9.5. Gas measurement and ventilation 16
9.6. Fumigation 17
9.7. Removal or equipping of stowage material (e.g. GOH, flexi tank containers) 17
9.8. Online services 17
9.9. Electronic Data Interface (EDI) 17
9.10. Payment 17
10. Additional Information 18
10.1. General procedures and regulations 18
10.2. Terminal Rules 18

10.3. Claims 18
10.4. Privacy policy 18

1. Introduction

Hutchison Ports Venlo B.V. provides container terminal services as well as auxiliary services. This document describes the Standard Operating Procedure (SOP) according to which the services are offered.

This document provides insight to our operations, processes, procedures and contact details and is updated and reviewed on regular basis. In case no deviations are agreed in written, this SOP is applicable in its full extend.

This document should be read in conjunction with other relevant rules, conditions and regulations that are applicable at Hutchison Ports Venlo, i.e. (amongst others) AEO Regulations, Hutchison Ports Venlo Terminal Rules, Traffic Regulations and the Term & Conditions Hutchison Ports Europe Intermodal and Hutchison Ports Inland Terminals[1].

[1] https://www.hutchisonportsvenlo.nl/sites/www.hutchisonportsvenlo.nl/files/2024-04/Terms%20Conditions%20HPEI%20and%20Hutchison%20Ports%20inland%20terminals%20-%20version%20April%202023%20FINAL.af_.pdf

2. General Information

2.1. Contact details

Trade name:	Hutchison Ports Venlo B.V.	
Chamber of commerce:	Hutchison Ports Venlo B.V. / KVK Number 12039695	
Phone:	+31 077 324 19 60 (during office hours)	
Email:	tpc.vnl@hutchisonports.nl	(Terminal Planning & Control)
	balie.vnl@hutchisonports.nl	(Gate Control Desk)
Website:	www.hutchisonportsvenlo.nl	
Visiting address:	Office: Celsiusweg 30, 5928 PR Venlo	
	Mail: Postbus 3260, 5902 RG Venlo-Blerick	
	Gate Rail: Celsiusweg 30, 5928 PR Venlo	
	Gate Barge: Tjalkkade 23, 5928 PL Venlo	
AEO-F:	NL AEOF 0001419	

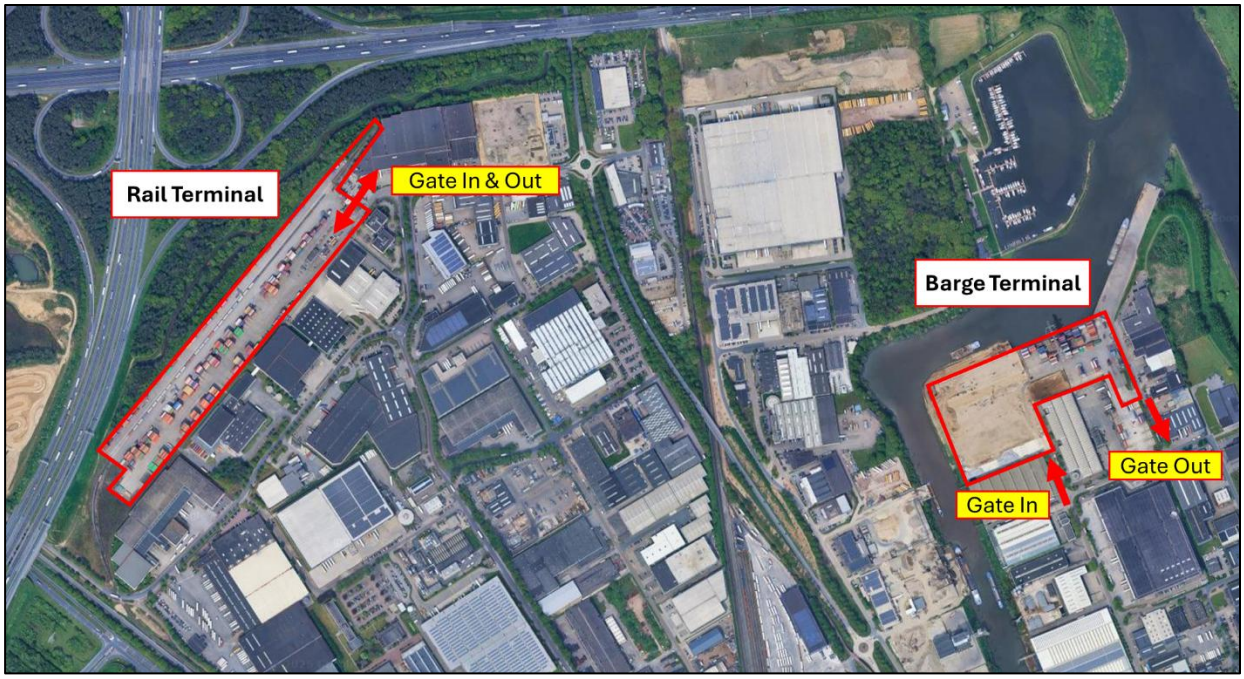
Refer to the contact page on our website for a detailed telephone and email list.

2.2. Working hours

Barge handling		Monday 05:00h – Saturday 07:00h 24h/day Saturday 07:00h – Saturday 12:00h on request and availability
Rail handling		Monday 05:00h – Saturday 07:00h 24h/day Saturday 07:00h – Saturday 12:00h on request and availability
Truck handling rail terminal		Monday / Friday 05:00h –23:00h Monday / Friday 23:00h – 05:00h on request (see chapter 3.10) Saturday 07:00h – Saturday 12:00h on request and availability
Truck handling barge terminal		Monday / Friday 05:00h –23:00h Monday / Friday 23:00h – 05:00h on request (see chapter 3.10) Saturday 07:00h – Saturday 12:00h on request and availability
Office hours	Terminal Planning & Control	Monday – Friday 09:00h – 17:00h
	Gate	Monday – Friday 07:00h – 23:00h
Others		Weekends and national holidays open on request and availability. Surcharges apply.
Request of barge/rail timeslot		2 days before day of arrival (ETA - 48hrs)
Confirmation of barge/rail timeslot		1 day before day of arrival (ETA – 24hrs)
Data closing – export containers (all documents)		D-1 16:00h (12h prior to dispatch)
Cargo closing – export containers present at: Tjalkkade (barge Terminal) Celsiusweg (Rail Terminal)		D-1 17:00h (12h prior to dispatch)
Openings hours during holidays		Terminal is <u>opened</u> and office is <u>closed</u> during the following national holiday. - Kings day (27th of April) Terminal and office is <u>closed</u> during the following national holidays. Rail and barge handling possible only on request and availability. Surcharges apply. Operations stop from 07:00h on the national holiday and restart 05:00h after the national holiday, unless mentioned otherwise. National holidays are: - Eastern (1st and 2nd) - Pentecost (1st and 2nd) - Ascension Day - Liberation Day (each 5th year) - Christmas 24.12 15:00h until 27.12 05:00h - New Year 31.12 15:00h until 02.01 05:00h

2.3. Terminal figures

Area:	Rail	6,8ha
	Barge	4,6ha
Stack capacity:	Rail	5.600 TEU
	Barge	4.750 TEU
Port:		
Quai length:	320m	
Quai draught:	4m	
Rail:		
Tracks:	2 x 650m	
Equipment;		
Portal cranes:	2	
Reach stacker:	4 + 2 backup	
Empty handler:	1	
Terminal trucks:	4	
Max. SWL	41t	
Sizes	20ft-30ft-40ft-45ft, off-standard on request only.	



3. Truck handling

3.1. Terminal Access

In order to access or visit the terminal (barge or rail), registration is mandatory.

Access for trucks to the terminal is controlled by the so-called Cargo Card (Secure Logistics). Drivers are required to show proof of identity with their cargo card and proper documents to gain access to the terminals.

Terminal access consists of three checkpoints:

- The Gate In where drivers check in by Do-It-Yourself-Desk (DIYD), Remote Check In (RCI) or report at the counter. Terminal time starts at the moment the driver checks in.
- At the Gate In barrier the TOS registers the gate in move of the container.
- At the Gate Out barrier the TOS registers the gate out move of the container.

A Cargo Card can be requested online at:
https://online.secure-logistics.nl/en/register .

Cargo Cards that have been received from Secure Logistics can be activated at the counter on the Celsiusweg 30 (Rail Terminal).

Truck drivers who cannot present a valid Cargo Card at the Gate In are offered the option to buy a single trip card at the counter, which is valid for one truck visit only. Payment only by valid (European) credit- and debit cards.

Enquiries can be made via balie.vnl@hutchisonports.nl

3.2. Booking procedure

A valid and confirmed booking must be made in order to collect or drop a container by truck at our terminal. Bookings for rail or barge transport can be sent to customerservice.vnl@hutchisonports.nl. Bookings (non barge or rail transport related) can be sent to tpc.vnl@hutchisonports.nl. Only after confirmation the container can be delivered/picked up.

Please refer to our online container status service (see paragraph 9.8) to check if the container is released for pickup.

3.3. Gate In

The truck driver enters the premises and parks the truck at the designated area, before the barrier. Only in the “green area”, marked on the floor, the driver is allowed to exit the vehicle to enter the gate building.

At the Gate In the driver can register at the Do-It-Yourself-Desk (DIYD) or at the counter or use the designated lanes for Remote Check In (RCI). If any problems are encountered at the DIYD the driver can go the counter desk.

A valid reference has to be presented at the Gate In for the delivery and pick up of full containers. Without a valid reference a full container cannot be dropped off, unless the trucking company has a valid “Temporary Storage”-facility at our terminal.

Empty containers, which are known in our system can be delivered with only the container number. Please refer to our “reference check” service at our website to verify the container has been released prior to the truck visit.

Containers and trucks are overlooked by CCTV and/or OCR at the Gate In.

3.4. Do it yourself desk (DIYD)

At the DIYD the truck driver can check and register the truck visit for:

- Picking up or dropping an empty container
- Picking up or dropping a full container

The DIYD will guide the truck driver through the process after which a route plan with designated location is printed, thereafter the truck driver proceeds to the gate-in barrier.

Containers containing ADR/IMO goods or waste cannot be processed at the DIYD and are processed only at the counter. Also (empty or full) tank containers can only be processed at the counter.

No customs formalities are processed or checked at the DIYD. Customer and/or driver must at all times take care of any and all import and export formalities and customs formalities with respect to the container and is responsible to fulfil all obligations resulting out of these formalities.

3.5. Remote Check In (RCI)

By making use of RCI truck drivers do not need to exit the cabin anymore once arriving at the terminal and typically save 5 minutes per terminal visit. A valid Cargo Card with Facial Recognition (FROC) activated is mandatory. Follow the lanes with the symbol shown at the right.

All gate formalities can be processed using the website https://rci.hutchisonportsvenlo.nl/.
To obtain login credentials please contact tpc.vnl@hutchisonports.nl and provide your details.

An instruction is available via:
https://www.hutchisonportsvenlo.nl/sites/www.hutchisonportsvenlo.nl/files/2024-11/Hutchison%20Ports%20Venlo%20Remote%20Check-in%20Procedure.pdf

The following conditions apply:
https://www.hutchisonportsvenlo.nl/sites/www.hutchisonportsvenlo.nl/files/2024-11/TC%20HPV%20RCI%20December%202024.pdf

3.6. Counter

The truck driver reports at the counter, handing over the information required (refer to the booking procedure) and/or ADR/waste documents.

The gate employee will verify the ADR-transport document. Failing ADR/IMO stickers can be obtained at the counter, surcharges may apply.

No customs formalities are processed or checked at the counter. Customer and/or driver must always take care of any and all import and export formalities and customs formalities with respect to the container and is responsible to fulfil all obligations resulting out of these formalities.

3.7. Gate-in barrier

Truck drivers can only physically enter the terminal if the Gate In process has been completed successfully. The truck driver presents the Cargo Card to the pedestal and access is gained to the premises.
If the barrier doesn't respond, you can ring the gate desk from the pedestal.

3.8. Container yard

Arriving at the determined location on the yard, the truck is identified by the reach truck driver by the truck license number. After the container is loaded or unloaded the truck driver can proceed to its next location (showed at the route plan) or proceed to the gate out barrier.

3.9. Gate-out barrier

The truck driver presents the Cargo Card to the pedestal and can leave the terminal premises. A gate out is registered in the TOS at the moment the Cargo Card is accepted.
An interchange is registered electronically in the TOS, that can be send by email upon request via tpc.vnl@hutchisonports.nl or balie.vnl@hutchisonports.nl

Containers and trucks are overlooked by CCTV and/or OCR at the gate out barrier.

3.10. Barge- and Railterminal Night announcement

The Barge- and railterminal is opened for truck handling Monday until Friday 05:00h – 23:00h.

To deliver/pick-up containers between 23:00h – 05:00h, please fill in form below and send it to tpc.vnl@hutchisonports.nl. We will arrange the possibility for delivery/pick-up on the barge- or railterminal.

https://www.hutchisonportsvenlo.nl/sites/www.hutchisonportsvenlo.nl/files/2021-12/Venlo_Barge-Terminal_Formulier_Night_Announcement_Pick-up_Delivery.pdf

4. Barge handling

The barge operator shall send a complete barge call request to tpc.vnl@hutchisonports.nl at least 48 hours prior to the estimated time of arrival (ETA) at Hutchison Ports Venlo.

The barge call request must include the following information:

- Operator
- Barge name
- Barge contact details
- Call Sign
- ETA/ETD
- Move Count
- Complete list of container numbers including (per container):
    - size-type (ISO)
    - Full/empty
    - Origin / destination
    - total weight
    - IMO / UN / ADR information
    - Reefer connection required on terminal Y/N
    - Gas measurement Y/N
    - Damaged Y/N

Requests for barge calls during weekdays shall be send at latest 48 hours before desired timeslot. Confirmation of timeslots at latest 24h before ETA barge.

Requests for barge calls during weekends (Saturday 07:00h until Monday 12:00h) shall be send at latest 48 hours before desired timeslot or at latest Thursday 12:00h (earliest moment applies). Request is based on availability and will be confirmed at latest Friday 12:00h.

Request for barge calls during national holidays shall be send at latest 7 days prior to the national holiday. Request is based on availability.

A stowage/discharge plan must send per email during office hours and at latest ATA Barge minus 3 hours to barge.vnl@hutchisonports.nl

No customs formalities are processed or checked by our dispatchers. Customer and/or operator must always take care of any and all import and export formalities and customs formalities with respect to the container and is responsible to fulfil all obligations resulting out of these formalities.

5. Rail handling

The rail operator shall send a complete rail call request to tpc.vnl@hutchisonports.nl at least 48 hours prior to the estimated time of arrival (ETA) at Hutchison Ports Venlo.

The train call request must include the following information:

- Operator
- Train contact details
- Train length
- Call Sign
- ETA/ETD
- Move Count
- Complete list of container numbers including (per container):
    - size-type (ISO)
    - total weight
    - IMO / UN / ADR information
    - Reefer that has to be connected
    - Gas measurement required

Requests for rail calls during weekdays shall be send at latest 48 hours before desired timeslot. Confirmation of timeslots at latest 24h before ETA train.

Requests for train calls during weekends (Saturday 06:00h until Monday 06:00h) shall be send at latest 48 hours before desired timeslot or at latest Thursday 12:00h (earliest moment applies). Request is based on availability and will be confirmed at latest Friday 12:00h.

Request for rail calls during national holidays shall be send at latest 7 days prior to the national holiday. Request is based on availability and surcharges may apply.

A stowage plan must send per email during office hours and at latest ATA rail – 3h to tpc.vnl@hutchisonports.nl

No customs formalities are processed or checked by our dispatchers. Customer and/or operator must always take care of any and all import and export formalities and customs formalities with respect to the container and is responsible to fulfil all obligations resulting out of these formalities.

6. Storage

Storage of containers is overall coordinated by the Terminal Planning & Control department. (tpc.vnl@hutchisonports.nl) Within this departments the following sub departments reside:

- Quay-,Rail & stack planning
- Empty Depot
- Terminal Services
- Local Trucking

6.1. Full containers

6.1.1. Non-hazardous Cargo

Full containers are stored at our yards according to the AEO regulations. The areas are controlled by fences, CCTV and barriers.

6.1.2. Hazardous Cargo (ADR/IMO)

Both the Rail and Barge terminal can store hazardous goods containers for a max period of 14 days. The terminal will not accept the following hazardous good classes:

- Class 1, except for subdivision 1.4 s
- Class 2.3
- Class 7

Hazardous goods labels can be purchased at the Gate In. Payment only by valid (European) credit- and debit cards.

Dangerous Goods Area (DGA)

Within the DGA, containers contain hazardous cargo can be stored for a maximum of 14 days. Storage of these containers is subject to availability and subject to limitations concerning UN-number and amount. Customers will be informed when containers reside longer than 14 days on our terminal.

If the customer wishes to extend storage, we offer the possibility to shunt and store the container elsewhere (depending on classification) until shipping is required. If the customer doesn't respond to the request for pick-up or extension of storage, we withhold the possibility to shunt and store the unit and charge all costs involved.

Allowed:	Not allowed:
IMO Class 1.4 S (except Class 1)	IMO Class 1
IMO Class 2 (except 2.3)	IMO Class 7
IMO Class 3	IMO Class 2.3 (toxic gases)
IMO Class 4.1	
IMO Class 4.2	
IMO Class 4.3	
IMO Class 5.1	
IMO Class 5.2 (on request / limited, organic Peroxide)	
IMO Class 6.1	
IMO Class 8	
IMO Class 9	

6.1.3. Waste

Containers containing waste that are in transport are allowed at the barge terminal only. There are possibilities to trans-ship containers containing recyclable materials on the rail- and barge terminal. Please contact tpc.vnl@hutchisonports.nl for further information.

6.2. Empty containers

Transport bound empty containers are stored in our yard at the Rail or Barge terminal. Inquiries related to empty containers via tpc.vnl@hutchisonports.nl

Empty containers stored in a depot are stored in our yard at the Rail or Barge terminal. Inquiries related to depot containers via tpc.vnl@hutchisonports.nl

6.3. Interim Storage

Hutchison Ports Venlo offers the opportunity to customers to have a dedicated interim storage facility. This enables (truck) operators to drop off containers although a booking has not been verified completely (e.g. reference is missing) or (truck) operators need to have a container temporarily stored for later pickup. Containers can be picked up again by truck or Hutchison Ports Venlo, by order of the (truck) operator, can facilitate the transfer to the appropriate stack including the administrative process required.

The container remains under the supervision and control of the (truck) operator until all information required has been handed over to Hutchison Ports Venlo and the administrative process has been completed. Hutchison Ports Venlo accepts no liability whatsoever (e.g. detention).

On request Hutchison Ports Venlo can a list of containers present in the temporary storage of the (truck) operator can be requested via tpc.vnl@hutchisonports.nl

7. Depot, Container Maintenance & Repair

7.1. Depot

Empty containers can be stored in depot at Hutchison Ports Venlo. Our Terminal Planning & Control employees are able to monitor stock levels.

7.2. Container Maintenance & Repair

Maintenance and repair of containers is on request. Inquiries via tpc.vnl@hutchisonports.nl

7.3. Shunting between barge- and rail terminal

When the order has been received for the repositioning of empty equipment, we will check how many containers are available on the barge terminal and communicate this with the customer.

- The acceptance of containers by truck will immediately be switched from rail- to barge or barge- to rail terminal.
- 2 days before ETA we will once again check if there is enough empty equipment for the call size, or if shunting is required.
- If shunting is required we will estimate the quantity that needs to be shunted, surcharges may apply. After confirmation from the customer that shunting is accepted (not later than 24hrs before ETA barge) we will arrange and charge the shunting of the empty containers.
- If damaged empty units, or other specific containers, need to be repositioned from the rail terminal to the barge terminal or vice versa, we will inform the customer upfront. After confirmation of the shunt order, the containers will be shunted and charged according to the rates agreed.

Inquiries via tpc.vnl@hutchisonports.nl

8. Local trucking

Hutchison Port Venlo can provide local trucking services for the transport of containers to or from a location near the terminal. Services are offered throughout the week and during weekends based on request and availability, either as a shuttle service or per single trip.

An order shall be placed at latest 24h before ETA chassis at warehouse at the Terminal Planning & Control department with the following information:

- Discharge / loading Address
- Container number
- Type size
- Date and time of pickup/delivery
- Pickup/delivery reference

Our standard service includes:

- Docking of the chassis backwards at an (un)loading dock at the warehouse
- Doors closed and sealed

Upon request of the warehouse manager, doors can be opened (in presence of a warehouse employee) prior to docking the chassis when the following criteria are met and accepted in written:

- The warehouse facilitates our driver to work according to the local labour conditions legislation (e.g. drivers may not open doors of the container on a chassis when standing on ground level)
- Prior to opening of the container, the seal is checked by an employee of the warehouse
- The warehouse indemnifies Hutchison Ports Venlo from all liability in case of damages to container or cargo when driving backwards
- The warehouse indemnifies Hutchison Ports Venlo from all liability that may result from customs formalities

9. Auxiliary Terminal Services

Several auxiliary services are offered at Hutchison Port Venlo. On request services can be tailor-made; please contact the commercial department for inquiries.

9.1. Shifting of containers

On request shifting of containers is possible on truck, barge or train. Shifting container means repositioning of containers on the same truck, barge or rail wagon set.

9.2. Missing seals and labels

Hazardous goods labels and seals can be purchased at the gate-in.

9.3. Off-standard handling

On request handling of off-standard containers is possible (rail, barge and truck). Inquiries via tpc.vnl@hutchisonports.nl

9.4. Reefer containers

Reefers slots are available on request to accommodate storage of live reefers and depending on current availability (will be verified upon order). A request must at least contain the following information:

- Number of reefers and container numbers
- Desired storage duration including ETA and ETD terminal
- Settings

Upon connection of the reefer to the power supply it is checked if the reefer starts to operate. Settings are not checked. Monitoring of a connected reefer is not part of our standard service and could be made available on request for which a customer specific SOP will be drafted.

9.5. Gas measurement and ventilation

Hutchison Port Venlo can facilitate gas measurement and ventilation services for third parties. The company of your choice can contact us for further inquiries regarding the conditions. Due to space constraints this service is provided only at the rail terminal. On request a container can be shunted from barge to rail terminal.

Orders shall be placed directly to the third party and shall be communicated to the service desk of Hutchison Ports Venlo (balie.vnl@hutchisonports.nl) at least 24 hours prior to arrival of the train or barge at the terminal. If the order is not known 24 hrs before ETA surcharges apply to cover additional handling. The order shall at least contain the container number and ETA and ETD of the container.

Please note that it's not possible to ventilate ADR/IMO containers on the terminal due to regulations.

9.6. Fumigation

Hutchison Ports Venlo is permitted to fumigate containers on the rail- and barge terminal. We have, on average, the possibility to fumigate up to 250 container a week. For booking possibilities, please contact our sales department via sales.nl@hutchisonports.nl. Terms and Conditions apply.

9.7. Removal or equipping of stowage material (e.g. GOH, flexi tank containers)

Hutchison Port Venlo provides services for equipping or removal of stowage material from containers (e.g. Garments On a Hanger, Flexitanks). A work order shall be placed 5 days in advanced to tpc.vnl@hutchisonports.nl.

9.8. Online services

It is possible to check the status (e.g. release status) of a container prior to a visit to Hutchison Ports Venlo to verify the container is available for pickup, through our online service: https://status.hutchisonportsvenlo.nl/

It possible to pre-register pickup and/or delivery of containers by Remote Check In (RCI) via http://rci.hutchisonportsvenlo.nl. Refer to Chapter 3.5 for more information.

Visit http://portal.hpei.nl for the Customer Portal of Hutchison Ports Europe Intermodal to obtain status information of your transport bookings.

9.9. Electronic Data Interface (EDI)

Upon request a tailor-made EDI connection can be realized in multiple programming languages (e.g. EDIFACT, XML/EDIFACT, JSON) to facilitate swift order processing and information exchange. Amongst others, the following messages can be facilitated: APERAK, CODECO, COEDOR, CONTRL, COPARN, COPINO, COREOR, DESTIM, GATEIN, GATOUT, IFTMIN, IFSTA, MERC+, WESTIM, XML.

9.10. Payment

Services booked prior to a visit to the terminal are invoiced digitally (PDF). Services requested during a visit to the terminal shall be paid immediately by means of credit/debit card (no cash is accepted).

10. Additional Information

10.1. General procedures and regulations

Procedures are in place to mitigate foreseen and unforeseen situations, such as:

- (Thunder)storms
- Emergencies / calamities
- ADR/IMO
- Port Facility Security Plan

In addition, Hutchison Ports Venlo has to comply with the following regulations:

- AEO

Please note that in case of (un)foreseen situations and to comply with the regulation, measures have to be effected that may have an impact on terminal operations.

10.2. Terminal Rules

The Hutchison Ports Venlo Terminal Rules, available through www.hutchisonportsvenlo.nl, are applicable on the entire premises. Hutchison Ports Venlo withholds the right to refuse access to the terminal in case of failure to comply with these regulations.

Business Traffic Regulations and Safety Rules and Code of Conduct for Visitors and Drivers are also available at the counter on the rail terminal.

10.3. Claims

Claims are to be sent to claims.vnl@hutchisonports.nl after which the claim will be reviewed. Without confirmation of receiving the claim, we cannot be held accountable, nor accept liability for the claim send.

Only after written confirmation of our claim department (including unique claim number) that we accept liability, an invoice can be sent to Accounts Payable.
Invoices on which a claim number is missing will not be processed.

10.4. Privacy policy

Please refer to www.hutchisonportsvenlo.nl to obtain the latest version of our privacy policy.