



Standard Operating Procedure (SOP)  
Terminal Services

Version 3.0 – March 2021

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## 1. Introduction

Hutchison Ports Venlo 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 EGS and Hutchison Ports Inland Terminals<sup>1</sup>.

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[https://www.ect.nl/sites/www.ect.nl/files/documenten/publicaties/terms\\_conditions\\_egs\\_and\\_hutchison\\_ports\\_inland\\_terminals\\_18618513\\_1.pdf](https://www.ect.nl/sites/www.ect.nl/files/documenten/publicaties/terms_conditions_egs_and_hutchison_ports_inland_terminals_18618513_1.pdf)

## 2. General Information

### 2.1. Contact details

Trade name: Hutchison Ports Venlo  
Chamber of commerce: TCT Venlo B.V. / KVK Number 12039695  
Phone: +31 077 324 19 60 (during office hours)  
Email: [tpc@hutchisonportsvenlo.nl](mailto:tpc@hutchisonportsvenlo.nl) (Terminal Planning & Control)  
[balie@hutchisonportsvenlo.nl](mailto:balie@hutchisonportsvenlo.nl) (Desk)  
Website: [www.hutchisonportsvenlo.nl](http://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: Ankerkade 7, 5928 PL Venlo  
  
AEO-F: NL AEOF 0001419

Refer to the contact sheet 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	Monday 05:00h – Saturday 07:00h 24h/day 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: Ankerkade (barge Terminal) Celsiusweg (Rail Terminal)	D-1 17:00h (12h prior to dispatch)
Openings hours during holidays	<p>Terminal and office is <u>opened</u> during the following national holiday.</p> <ul style="list-style-type: none"> <li>- Kings day (27<sup>th</sup> of April)</li> </ul> <p>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 07:00h after the national holiday, unless mentioned otherwise.</p> <p>National holidays are:</p> <ul style="list-style-type: none"> <li>- Eastern (1<sup>st</sup> and 2<sup>nd</sup>)</li> <li>- Pentecost (1<sup>st</sup> and 2<sup>nd</sup>)</li> <li>- Ascension Day</li> <li>- Christmas 24.12 15:00h until 27.12 05:00h</li> <li>- New Year 31.12 15:00h until 03.01 05:00h</li> </ul>

### 2.3. Terminal figures

**Area:** Rail 6,8ha  
Barge 2,3ha

**Stack capacity:** Rail 5.400 TEU  
Barge 1.900 TEU

**Port:**  
Quai length: 155m  
Quai draught: 4m

**Rail:**  
Tracks: 2 x 650m

**Equipment;**  
Portal cranes: 1  
Reach stacker: 4 + 2 backup  
Empty handler: 2  
Terminal trucks: 6

Max. SWL 41t  
Sizes 20ft-30ft-40ft-45ft, off-standard on request only



## 3. Truck handling

### 3.1. Terminal Access

Access to and from the Hutchison Port Venlo 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 consist of three checkpoints:

- The Gate In where drivers check in by Do-It-Yourself-Desk (DIYD) 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://www.secure-logistics.nl/en\\_GB/solutions/cargocard/apply-for-a-cargocard/](https://www.secure-logistics.nl/en_GB/solutions/cargocard/apply-for-a-cargocard/)

Cargo Cards that have been received from Secure Logistics can be activated at the pre-gate area.

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@hutchisonportsvenlo.nl](mailto:balie@hutchisonportsvenlo.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. Please refer to our online container status service (see paragraph 9.7) 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 truck buffer.

At the Gate In the driver can register himself at the DIYD or at the counter. If he faces any problems at the DIYD he can go to the counter.

A valid reference has to be presented at the Gate In. Without a valid reference a container cannot be dropped off, unless the trucking company has a valid “Temporary Storage”-facility at our terminal. 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 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 driving directions is printed. 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. Counter

The truck driver reports himself 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.

No customs formalities are processed or checked at the counter. 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.

### 3.6. 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.

### 3.7. 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.

### 3.8. 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@tctvenlo.nl](mailto:tpc@tctvenlo.nl)

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

## 4. Barge handling

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

The barge call request has to 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 plan must send per email during office hours and at latest ATA Barge minus 3 hours to [barge@hutchisonportsvenlo.nl](mailto:barge@hutchisonportsvenlo.nl)

No customs formalities are processed or checked by our dispatchers. Customer and/or operator 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.

## 5. Rail handling

The rail operator shall send a complete barge call request to [tpc@hutchisonportsvenlo.nl](mailto:tpc@hutchisonportsvenlo.nl) at least 48 hours prior to the estimated time of arrival (ETA) at Hutchison Ports Venlo.

The train call request has to 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 rails 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.

A stowage plan must send per email during office hours and at latest ATA rail – 3h to [tpc@hutchisonportsvenlo.nl](mailto:tpc@hutchisonportsvenlo.nl)

No customs formalities are processed or checked by our dispatchers. Customer and/or operator 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.

## 6. Storage

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

- Quay-, Rail & stack planning
- Empty Depot
- Container 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 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. Storage within the DGA is restricted to a maximum of 32 20ft slots. 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:

- IMO Class 1.4 S (except Class 1)
- IMO Class 2
- IMO Class 3
- 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

Not allowed:

- IMO Class 1
- IMO Class 7

### 6.1.3. Waste

Storing containers containing waste (according to EWC) are generally not allowed at Hutchison Ports Venlo. There are possibilities to trans-ship containers containing recyclable materials. Please contact the terminal 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@hutchisonportsvenlo.nl](mailto:tpc@hutchisonportsvenlo.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@hutchisonportsvenlo.nl](mailto:tpc@hutchisonportsvenlo.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 send a list of containers present in the temporary storage to the (truck) operator.

## 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 and manage FIFO of containers.

### 7.2. Container Maintenance & Repair

Maintenance and repair of containers is on request. Inquiries via [tpc@hutchisonportsvenlo.nl](mailto:tpc@hutchisonportsvenlo.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 terminal.
- 2 days before ETA we will once again check if there is enough empty equipment for the callsize, or if shunting is required.
- If shunting is required we will estimate the quantity that needs to be shunted. 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@hutchisonportsvenlo.nl](mailto:tpc@hutchisonportsvenlo.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:

- Address
- Container number
- Typesize
- 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@tctvenlo.nl](mailto:tpc@tctvenlo.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@hutchisonportsvenlo.nl](mailto:balie@hutchisonportsvenlo.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 *degassing* of containers is not permitted (e.g. containers in which gas has been injected to kill bugs).

### 9.6. 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@hutchisonportsvenlo.nl](mailto:tpc@hutchisonportsvenlo.nl).

### 9.7. Online services

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

### 9.8. 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.

### 9.9. 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](http://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.

### 10.3. Claims

Claims are to be sent to [claims@hutchisonportsvenlo.nl](mailto:claims@hutchisonportsvenlo.nl) after which the claim will be reviewed. Only after written confirmation of our claim department (including unique claim number) 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](http://www.hutchisonportsvenlo.nl) to obtain the latest version of our privacy policy.