

TIMESLOT BULK
TIMEBLOCK PACKED
PARKING & CLEANING

Inhoud

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1 Timeslot Bulk

ADPO offers our tank storage customers the possibility to join an ADPO-managed time slot program. This time slot system allows your carriers to book an operational time slot with a guaranteed TTAT (Truck Turn Around Time).

Please find below some information regarding our timeslot planning:

We want to highlight that the **customer order** needs to be send first to BO@adpo.com. The haulier can book his timeslot earliest **24 hours** after the **customer order** has been send to ADPO.

The haulier needs to book in the timeslot latest day A for timeslot day C or later.

Requested slot will be provided depending on total workload.

1.1 How to book your timeslot in advance:

The transport company has to contact, by e-mail, our timeslot team at the concerned terminal to reserve a timeslot.

For ADPO NV: timeslots.bulk@adpo.com

For LLH NV: LLH.Timeslots@adpo.com

Following info is required when booking a timeslot:

- Customer order number (registered in ADPO/LLH system)
- Full product name (no abbreviations)
- Requested date + hour

For ADPO: Scheduled timeslots 06:00h – 17:00h

For LLH: Scheduled timeslots 08:00h – 15:00h

1.2 On the day of operation:

Driver announces himself via the selfregistration kiosk using the QR code.

We expect the driver to **complete** his announcement at our self-registration kiosk **before** the given timeslot.

Driver needs to bring the necessary documents (CMR, Cleaning certificates, Customs documents, ...) to the front desk when applicable.

After registration he can wait in the truck awaiting a text message from ADPO to come to the dispatch office to receive his paperwork.



Announcements after the given timeslots will be rescheduled to the best of our ability and in consultation with the haulier and/or the customer.

Loading or unloading in overtime is always discussable.

1.3 After operations

Driver hand over his papers to the dispatch office and scans his badge at the window office to register the "return time". Driver can wait in his truck until the final paperwork is completed. An ADPO front officer will contact the driver by phone when the paperwork is ready.

2 Timeblock Packed

ADPO offers our warehouse storage customers the possibility to join an ADPO-managed timeblock program. This timeblock system allows your carriers to book an operational timeblock with a guaranteed TTAT (Truck Turn Around Time).

Please find below some information regarding our timeblock planning:

We want to highlight that the order needs to be send first to BO@adpo.com.
The haulier can book his timeblock earliest **24 hours** after the customer order has been send to ADPO.

The haulier needs to book in a timeblock latest day A – 13:00h for timeblock day B or later.
Requested slot will be provided depending on total workload.

2.1 How to book your timeblock in advance:

The transport company has to contact, by e-mail, our timeblock team at the concerned terminal to reserve a timeblock.

For ADPO NV: timeslots.packed@adpo.com

For LLH NV: LLH.Timeslots@adpo.com

Following info is required when booking a timeblock:

- Customer order number ADPO (registered in ADPO/LLH system)
- Full product name (no abbreviations)
- Requested date + hour(timeblock)

Timeblock 1: 08:00h – 11:00h

Timeblock 2: 11:00h – 13:00h

Timeblock 3: 13:00h – 15:30h

2.2 On the day of operation:

Driver announces himself via the selfregistration kiosk using the QR code.

We expect the driver to **complete** his announcement at our self-registration kiosk **before** the given timeblock expires.

Driver needs to bring the necessary documents (CMR, Cleaning certificates, Customs documents, ...) to the front desk when applicable.

After registration he can wait in the truck awaiting a text message from ADPO to come to the dispatch office to receive his paperwork.



Announcements after the given timeblocks will be rescheduled to the best of our ability and in consultation with the haulier and/or the customer.

Loading or unloading in overtime is always discussable.

2.3 After operations:

Driver hand over his papers to the dispatch office and scans his badge at the window office to register the "return time". Driver can wait in his truck until the final paperwork is completed. An ADPO front officer will contact the driver by phone when the paperwork is ready.

3 Parking & Cleaning

ADPO offers our parking and cleaning customers the possibility “drop off” and “pick up” their containers during the day without booking any timeslot. Opening hours are 06:00h – 19:30h.

Please find below some information regarding our parking & cleaning operations:

We want to highlight that the order needs to be send first to BO@adpo.com.

The haulier can drop off or pick up the container 24 hours after the order has been send to Back office.

3.1 On the day of operation:

Driver announces himself via the selfregistration kiosk using the container number.

Please make sure the driver announce himself at the kiosk:

- PARKING: full containers or containers that are empty but scheduled for loading.
- CLEANING: empty containers for cleaning and/or ITACT

Driver needs to bring the necessary documents (CMR, Cleaning certificates, Customs documents, ...) to the front desk when applicable.

After registration he can wait in the truck awaiting a text message from ADPO to come to the dispatch office to receive his paperwork.



3.2 After operations:

Depending on the customer procedure, driver returns to our front office for final documents, or driver can leave ADPO directly after drop off/pick up.

Driver can wait in his truck awaiting the final paperwork. An ADPO front officer will contact the driver by phone when the paperwork is ready.

4 General Information

4.1 Languages

The driver needs to be able to communicate verbally in English, German, French or Dutch. In case the driver does not speak any of the official languages, driver will be refused.

4.2 PPE

The driver needs to have the following Personal protection equipment with him long sleeves, trousers/overall, safety shoes, helmet and goggles. PPE needs to be worn all time as soon as the driver is at our sites. No exceptions can be made as safety is our first priority.

4.3 Securing packed goods

The driver needs to have the necessary lashing and securing equipment according to European legislation.