



Standard Operating Procedure (SOP)  
Terminal Services

Version 4.1 – oktober 2025

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## 1. Introduction

Hutchison Ports Belgium 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 shows insight in the way we operate (processes and procedures) as well as our contact details. This document is subject to review on regular bases.

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 Belgium, i.e. (amongst others) the ISPS Code, AEO Regulations, Hutchison Ports Belgium Terminal Rules, Traffic Regulations and the Terms & Conditions Hutchison Ports Europe Intermodal (HPEI) and Hutchison Ports Inland Terminals<sup>1</sup>.

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[Terms & Conditions Hutchison Ports Europe Intermodal \(HPEI\) and Hutchison Ports inland terminals\\_513\\_1.pdf](#)

## 2. General Information

### 2.1. Contact details

Trade name &: Chamber of commerce:	Hutchison Ports Belgium
Phone:	during office hours (08.30 – 16.30h) +32 (0) 880 27 00 (General/HR/IPA) +32 (0) 880 27 01 (Managing Director) +32 (0) 880 27 06/19 (Finance Dept.) +32 (0) 880 27 09 (Supervisor Customer Service & Transport Planning) +32 (0) 880 27 03/04/11 (Barge Planning) +32 (0) 880 27 12/13/17 (Customer Service & Truck Planning) +32 (0) 880 27 14 (Inside Sales) +32 (0) 880 27 10 (Supervisor Terminal Operations) +32 (0) 880 27 05 (Assistant Supervisor – IT – Technical Services)  During operational hours (06.00 – 19.00h): +32 (0) 880 27 07/08 (truck gate)  ICE (outside operational hours) Managing Director: +32 476 32 46 58 Customer Service & Transport Planning: + 32 475 28 22 46 Operations: +32 474 97 41 40
Email:	<a href="mailto:thaliade.backer@hutchisonports.be">thaliade.backer@hutchisonports.be</a> (General/HR/IPA) <a href="mailto:martine.hiel@hutchisonports.be">martine.hiel@hutchisonports.be</a> (Managing Director) <a href="mailto:yentl.peeters@hutchisonports.be">yentl.peeters@hutchisonports.be</a> and <a href="mailto:ellien.willems@hutchisonports.be">ellien.willems@hutchisonports.be</a> (Finance Dept.) <a href="mailto:guyvan.looy@hutchisonports.be">guyvan.looy@hutchisonports.be</a> (Supervisor Customer Service & Transport Planning) <a href="mailto:transportplanning.wlb@hutchisonports.be">transportplanning.wlb@hutchisonports.be</a> (Barge Planning) <a href="mailto:customerservice.wlb@hutchisonports.be">customerservice.wlb@hutchisonports.be</a> (Customer Service & Truck Planning) <a href="mailto:cedricvan.assche@hutchisonports.be">cedricvan.assche@hutchisonports.be</a> (Inside Sales) <a href="mailto:sales.be@hutchisonports.be">sales.be@hutchisonports.be</a> (Sales) <a href="mailto:lieven.vanderheyden@hutchisonports.be">lieven.vanderheyden@hutchisonports.be</a> (Supervisor Terminal Operations) <a href="mailto:alexanderde.leeuw@hutchisonports.be">alexanderde.leeuw@hutchisonports.be</a> (Assistant Supervisor – IT – Technical Services) <a href="mailto:balie.wlb@hutchisonports.be">balie.wlb@hutchisonports.be</a> (truck gate)
Website:	<a href="http://www.hutchisonportsbelgium.be">www.hutchisonportsbelgium.be</a>
Visiting address:	Victor Dumonlaan 12 B-2830 Willebroek
ISPS: AEO-F:	725/2004 BE AEOF 0000105 GDA



## 2.2. Working hours

Barge handling		Monday - Friday 06:00h – 02:00h Saturday (06.00h - 19.00h) <b>upon request and availability</b>
Truck handling		Monday - Friday 06:00r – 19:00h (gate closes 30 min. before operations stops)
Office hours	Terminal Planning & Control	Monday – Friday 08:30h – 16:30h
	Gate	Monday – Friday 06:00h – 19:00h
Others		Weekends and national holidays: <b>upon request and availability. Surcharges apply.</b>
Request of barge timeslot		2 days before day of arrival (ETA - 48hrs)
Confirmation of barge timeslot		1 day before day of arrival (ETA – 24hrs)
Data closing – export containers (all documents)		D-1 15:00h (15h prior to dispatch)
Cargo closing – export containers present at terminal:		D-1 19:00h (10h prior to dispatch).
Openings hours during National holidays		<p>Terminal and offices are closed. <b>Barge handling possible only on request and availability. Surcharges apply.</b></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>- 1<sup>st</sup> of May</li> <li>- Ascension Day</li> <li>- Armistice Day (November 11<sup>th</sup>)</li> </ul> <p>Terminal and offices are closed. <b>No barge handling possible.</b></p> <ul style="list-style-type: none"> <li>- Christmas 24.12 15:00 until 26.12 06:00h</li> <li>- New Year 31.12 15:00 until 02.01 06:00h</li> </ul>

### 2.3. Terminal figures

Area: 11 ha

Quai length: 350m

Quai draught: 6 m

Stack capacity: 8.750 TEU

Mobile cranes: 2

Reachstacker: 4 + 1 backup

Sizes 20ft-40ft-45ft, off-standard on request only



## 3. Truck handling

### 3.1. Terminal Access

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

A CargoCard can be requested online at:

<https://online.secure-logistics.nl/>

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

Truck drivers without a CargoCard need a special access card to gain access to the terminal. One access card is required for each visit. Via the [Hakka Hub website](#) they can now buy access cards that are required to gain access to the terminal.

Terminal access consist of 2 checkpoints: Gate-in and Gate-out.

Terminal time starts at the moment the driver checks in at the DIYD (Do it yourself desk) and ends at the moment the driver checks out at the Gate-out.

### 3.2. Booking procedure

A valid and confirmed booking is necessary in order to collect or drop off a container at our terminal. This can be done by mail ([customerservice.wlb@hutchisonports.be](mailto:customerservice.wlb@hutchisonports.be)) or by EDI. The information should at least contain:

- Unit number
- Unit type (ISO code)
- Unit size
- Carrier
- Reference number
- IMO/ADR/RID class
- Net weight of the unit
- Cargo description

Please check also our online release/acceptance status check service:

<https://status.hutchisonportsbelgium.be/>

Or request access to our Customer Portal to follow-up on the status from your booking:

<https://portal.hpei.nl>

### 3.3. Gate-in

The truck driver enters the premises via our truck Gate-in lane and parks the truck at the foreseen truck parking located near the DIYD.

### 3.4. Do it yourself desk (DIYD)

Access only possible with a CargoCard.

### 3.5. Problem Counter

The truck driver presents himself at the problem counter and hands over the information required (refer to the booking procedure) and/or ADR details (DGD required) and/or Out of Gauge dimensions.

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 enter the terminal physically if the DIYD Gate-In process has been completed successfully. The CargoCard and finger scan will now allow them to open the barrier in order to proceed onto the terminal.

### 3.7. Container yard

Arriving at the determined location on the yard, the reachstacker identifies the truck by his license plate. It is therefore mandatory that the license plate should be clearly shown in large figures at the back of the truck's cabin.

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

Truck drivers can only leave the terminal physically if the Gate-out process at the barrier has been completed successfully. In order to leave the terminal they have to scan the CargoCard and answer some questions at the Gate-out barrier, if everything is OK the interchange will be printed and the Gate-out barrier will open.

## 4. Barge handling

The barge operator shall send a complete barge call request to [transportplanning.wlb@hutchisonports.be](mailto:transportplanning.wlb@hutchisonports.be) at least 48 hours prior to the estimated time of arrival (ETA) at Hutchison Port Belgium.

The barge call request has to include the following information:

- Operator
- Barge name
- Barge contact details
- ETA
- Move Count

The confirmation of barge timeslots has to include the following information: (Reg. HPEI-objects: HPEI -objects are continuously monitored by our own services).

- 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
  - 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 06:00h until Saturday 19.00h) shall be send a.s.a.p. before desired timeslot. Request is based on availability and will be confirmed a.s.a.p..

Request for barge calls during national holidays shall be send a.s.a.p. Request is based on availability.

A stowage plan must be send per email during office hours and at latest ATA barge to: [kadeplanning@hutchisonports.be](mailto:kadeplanning@hutchisonports.be)

Actual quay planning: please contact operations.

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. Storage

### 5.1. Non-hazardous Cargo

Full containers are stored at our yard in Willebroek according to the AEO and ISPS regulations. The area is controlled by fences, CCTV and barriers.

### 5.2. Hazardous Cargo (ADR/IMO)

The terminal will not accept the following hazardous good classes:

- Class 1
- Class 4.2
- Class 6.2
- Class 7

#### Dangerous Goods Area (DGA)

Containers containing hazardous cargo will be stored in a dedicated area.

Storage of these containers is subject to availability and subject to limitations concerning UN-number and amount. Please contact Terminal Operations for the latest availability. Storage within the DGA is restricted to a maximum of 60 slots (20 x max 3-high)

#### Waste

Containers containing waste with European Waste Codes (EWC) are currently not allowed at Hutchison Ports Belgium (waste as raw material under investigation). Please contact operations for further inquiries.

### 5.3. Empty containers (depot)

Hutchison Ports Belgium is an official depot for all major Shipping Lines.

Empty units can be picked up/dropped off with a valid release/drop off reference. Check on our website for validity: <https://status.hutchisonportsbelgium.be/>

### 5.4. Interim Storage

Interim storage is possible upon request and acceptance.

Please contact Operations or Customer Service to check possibilities

**All extra handlings/costs will be invoiced.**

## 6. Local trucking

Hutchison Port Belgium can arrange local trucking services for the transport of containers to or from a location near the terminal. Services are offered 24/5 and during weekends based on request and availability, either as a shuttle service or per single trip.

An order shall be placed at the Customer Service Department at least 24h before actual transport with the following information:

- Address
- Container number
- Type/size
- Carrier
- Date and time of pickup/delivery
- Reference number if applicable

Our standard service includes:

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

## 7. Auxiliary Services

Upon request and possibility, several services can be organised. Please contact the concerned department in advance.

### 7.1. Shifting of containers

Shifting of container means repositioning of containers on the same truck or barge.

Request via [balie.wlb@hutchisonports.be](mailto:balie.wlb@hutchisonports.be) (truck) or [transportplanning.wlb@hutchisonports.be](mailto:transportplanning.wlb@hutchisonports.be) (barge).

### 7.2. Off-standard handling

On request, handling of off-standard containers is possible (barge and truck).

Inquiries via [customerservice.wlb@hutchisonports.be](mailto:customerservice.wlb@hutchisonports.be) and [transportplanning.wlb@hutchisonports.be](mailto:transportplanning.wlb@hutchisonports.be)

### 7.3. Weighing of containers (VGM/SOLAS)

Containers can be weighed to determine the Verified Gross Mass (VGM) according to the SOLAS regulation. A weighing order should be included in the booking.

Request via [customerservice.wlb@hutchisonports.be](mailto:customerservice.wlb@hutchisonports.be).

It is also possible to weigh non-intermodal containers (e.g. truck in – truck out).

Request via [balie.wlb@hutchisonports.be](mailto:balie.wlb@hutchisonports.be).

Weighing credits should be purchased in advance via Certiweight (<http://www.certiweight.com/>). A digital VGM certificate is issued via Certiweight.

#### 7.4. Reefer containers

Reefers slots are available depending on 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

Unless agreed in written, the standard reefer service includes:

Upon connection and disconnection of the reefer to the reefer slot the setting is checked to the actual reading and logged by Hutchison Ports Belgium. A report is available on request and can be send to the customer by email. In case of a power outage the customer is informed promptly and Hutchison Ports Belgium will await further instructions. 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.

PTI-services are not yet part of our standard portfolio!

#### 7.5. Gas measurement & ventilation

Hutchison Port Belgium facilitates gas measurement, ventilation of containers and heat treatment by third parties. Fumigation services are not allowed on the premises.

#### 7.6. Online services

It is possible to check the status (e.g. empty release/ empty acceptance) of a container prior to a visit to Hutchison Ports Belgium in order to verify the container is available for pickup/ drop off, through our online service:

<https://status.hutchisonportsbelgium.be/>

#### 7.7. 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.

## 8. Additional Information

### 8.1. General procedures and regulations

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

- (Thunder)storms
- Flood calamity
- Emergencies / calamities
- ADR/IMO

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

- AEO
- ISPS

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.

### 8.2. Terminal Rules

The Hutchison Ports Belgium Terminal Rules, available through [www.hutchisonportsbelgium.be](http://www.hutchisonportsbelgium.be)<sup>2</sup> are applicable on the entire premises. Hutchison Ports Belgium withholds the right to refuse access to the terminal in case of failure to comply with these regulations and to update the regulations periodically. The latest version is applicable at all times.

### 8.3. Claims

Claims are to be sent to [lieven.vanderheyden@hutchisonports.be](mailto:lieven.vanderheyden@hutchisonports.be) 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.

### 8.4. Privacy policy

Reference is made to [www.hutchisonportsbelgium.be](http://www.hutchisonportsbelgium.be)<sup>3</sup> to obtain the latest version of our privacy policy. Hutchison Ports Belgium withholds the right to update this policy. The latest version is applicable at all times.

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<sup>2</sup> [https://hutchisonportsbelgium.be/files/2024-04/ECT\\_BVR\\_HPBelgium\\_2I\\_EN.pdf](https://hutchisonportsbelgium.be/files/2024-04/ECT_BVR_HPBelgium_2I_EN.pdf)

<sup>3</sup> <https://hutchisonportsbelgium.be/sites/files/2024-02/Privacyverklaring2024.pdf>