

BASF Antwerpen N.V.
Scheldelaan 600 – Haven 725
2040 Antwerpen

February 3, 2022

Subject: call-off process

Dear carriers,

With this communication we would like to inform you that as from 14/02/2022 BASF Antwerp will introduce the call-off process. This new process will go live for our Polyol (un)loading station, this as important construction works are ongoing in the proximity of this site which limits the available parking space significantly.

Our goal with the call-off process is to increase the safety around our loading stations, this by limiting the number of drivers to the number of available loading points and possible present parking space. Additional drivers who have checked in will be buffered at parking C at gate 15, this until a free space at the loading station becomes available. Following information will provide you more details of both the process and the specific locations.

The overall process for your drivers will be as following:

1. Scope

We go live for all bulk Polyol-shipments, this both for outbound as inbound (raw materials). In future the process will be introduced for other loading stations as well, which will be communicated at a later stage.

2. Location

Drivers within the call-off process will be requested to park at Parking C at gate 15, this after performing check-in and weigh-in:



At parking C, designated waiting areas have been provided for the drivers:



3. Communication to the driver

Given the fact that certain drivers will be able to immediately proceed towards the loading station and that others will be buffered at gate 15, it is very important to enable a direct communication with the drivers themselves. For this, we have foreseen following:

- a. Instruction during check-in process => the driver will receive the information that he has been taken up in the call-off process, needs to proceed towards parking C and await further instructions there
- b. Textmessage (SMS) with clear instruction when the driver can proceed towards the loading station, thus the actual call-off confirmation
- c. Call-off message on the information billboard at Parking C, this with following information:

Last Call: BHU852--F310 RED North		Time: 28.01.2022 - 17:22 Last Update: 17:22	
License Plate	Last Name	Reference	Status
PLM753	DE LAKEN	0501249486	GO TO LOADING
MNB321	DE DEKEN	0501249478	GO TO LOADING
MNJU	DE LAKEN	0501249488	GO TO LOADING
MNB123	DE LAKEN	0501249502	GO TO LOADING
BHU852	DE LAKEN	0509180011	GO TO LOADING
POK852	DE LAKEN	0501176027	WAITING
1QPOL85	DE DEKEN	0501175748	WAITING

4. Process

The driver will proceed through following process:

- a. Check-in => driver performs check-in process at Gate 15 (Fastlane for Polyol-shipment will NOT be allowed) and provides his cellphone number, this to enable a direct communication in case of call-off relevance
- b. Call-off relevance => driver will receive the information during check-in that he has been selected within the call-off process, this via the self-service check-in terminals, and receives the instruction to drive to Parking C (including weigh-in)
- c. Call-off => once a space at the loading station is available, the driver will receive a textmessage (SMS) and will see the call-of information on the billboard. At that moment, the driver must immediately proceed towards the loading station, this to enable a direct loading.

5. Situation at Polyol-loading station:

During the construction works, parking space will only be available at below area



Yours sincerely,

BASF Antwerpen N.V.
Logistics Operations

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