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1

ORDERING A PILOT

Pilots for incoming ships must be ordered 3 hours* prior to pilot embarkation time (ETA Pilot Boarding Place) through the Port Community System**.

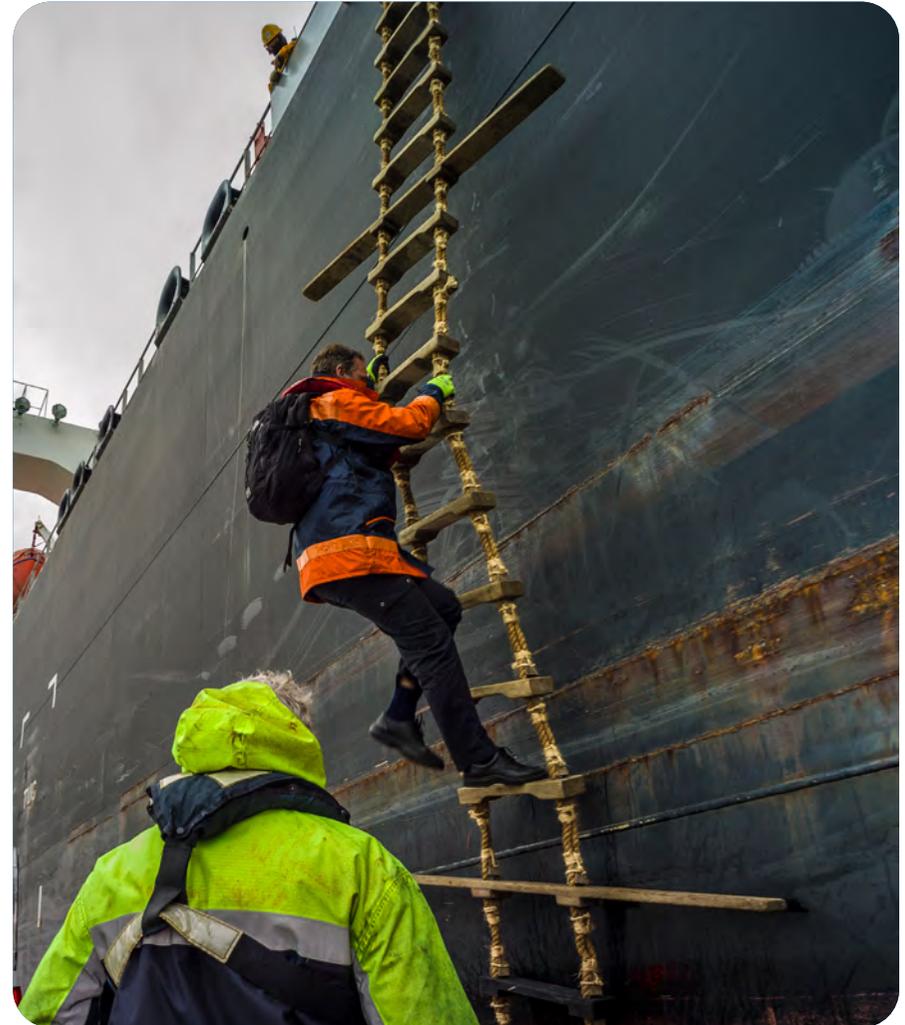
If an incoming voyage for which a pilot has been ordered is cancelled within a period of 2.5 hours prior to the last given ETA, or if the new ETA is delayed by three (3) hours or more, the voyage will be considered as cancelled. The applicable cancellation tariff for incoming voyages applies. The applicable cancellation tariff for incoming voyages has been determined by the Netherlands Authority for Consumers and Markets (ACM) and can be found in paragraph 4.3 of the tariff brochure.

If a voyage from the hinterland (Bolnes, Volkerak, Handelskade, Krammer, Kreekrak and 's Gravendeel) for which a pilot has been ordered is cancelled less than 1.5 hours prior to the last ETA/ETD, or of which the ETA/ETD is delayed by 2 hours or more, the voyage will be considered as cancelled. For cancelled hinterland voyages, the applicable cancellation tariff for outgoing and berth shift voyages applies. This cancellation tariff has been determined by the ACM and can be found in paragraph 4.3 of the tariff brochure.

Outgoing and berth shift voyages must be ordered 2 hours prior to ETD through the Port Community System. If an outgoing or a berth shift voyage for which a pilot has been ordered is cancelled less than 1.5 hours prior to the last ETA/ETD, or if the ETA/ETD is delayed by 2 hours or more, the voyage will be considered as cancelled. For outgoing and berth shift voyages, the applicable cancellation tariff for outgoing and berth shift voyages applies. This cancellation tariff has been determined by the ACM and can be found in paragraph 4.3 of the tariff brochure.

*For channel-bound ships and ships subject to the LNG regime, a different pilotage order time applies. See paragraphs 2 and 3 of this document.

**For detailed information on ordering a pilot, please refer to the website of the [Port of Rotterdam Authority](#) and [Portbase](#).



ABSTRACT of the regulations for obtaining a pilot.

Arrivals

E.T.A. to; PILOTVTS ROTTERDAM via (in order of preference)
VTS/Maas Approach VHF Ch 01.

Departures and Shifting

E.T.D. to: Captains Room Rotterdam Port Authority via
(in order of preference).
Phone: +31(0)10 252 2433 / VHF Ch 19.

Operational matters Pilot Service

Please contact Chief Pilot in charge (24-hours service)
Phone: +31(0)88 900 3117
Fax: +31(0)88 900 3119
E-mail: ldl.rm@loodswezen.nl

Special orders helicopter service

– 4 hours in advance –
E-mail: ldl.rm@loodswezen.nl

E.T.A. / E.T.D. messages

- a. E.T.A. messages compulsory, at least 6 hours before arrival at the pilot station.
- b. Deep draught vessels (> 17,37 metres) have to announce their E.T.A. at least 72 hours before arrival at the rendezvous position (52*N/03*E). A more specified E.T.A. report is required.
- c. E.T.D. messages compulsory, at least 3 hours before departure.
- d. Deviations in E.T.A. of more than 1 hour to be reported.

CONTENTS of E.T.A. message:

IMO standard – Res. A 648(16)

- a. Ship's name & call sign.
- b. Date & time group transmission of E.T.A.
(first 2 digits: date; last 4 digits: time.
UTC if default, state if LOCAL time).
- i. Date & time group (see above) expected at boarding position and the words MAAS CENTRE.
- j. Request pilot.
- o. Deepest draught in metres and centimetres (4 digits).
- u. Length O.A. & GT.
- x. Destination.

**NON-COMPLIANCE WITH THESE REGULATIONS MIGHT CAUSE
DELAY AND/OR EXTRA COSTS.**

2 LNG

LNG Regime

A specific procedure - due to the nature of the cargo - applies to LNG carriers. Voyages involving LNG carriers are carried out under strict procedures that were set up in consultation with the Harbour

Master at the time of the first LNG carriers calling at Rotterdam. When the number of voyages involving LNG carriers increases, procedures - where possible - may become less stringent with the aim of optimising existing measures.

LNG carriers with a length of less than 180 metres

LNG carriers with a length of less than 180 metres receive their pilot at the regular pilot boarding station near Maas Centre buoy. Above-mentioned LNG carriers are piloted by one pilot.

LNG carriers of 180 metres and more in length

LNG carriers with a length of 180 metres and more receive their pilots at the special pilot boarding station near Euro 9 buoy. Where possible, they receive their pilots by helicopter. LNG carriers with a length of 180 metres or more are piloted by two pilots who split duties working together as pilot and co-pilot. For the sake of a clearer traffic picture, LNG carriers with a length of 180 metres or more are required to follow the Eurogeul and Maasgeul deep draught channels.

LNG carriers in ballast but not gas-free also fall under this regime. LNG carriers carrying non-LNG cargoes do not fall under this regime.

Pilotage Order Times

Pilots for outgoing LNG carriers must be ordered at least 12 hours prior to ETD. There are three reasons for this: LNG carriers often need assistance of more tugs than other ships; pilotage requires thorough advance planning because LNG carriers are piloted by two pilots; and the outgoing voyage has to be integrated in the existing traffic flow including voyages of other special ships such as deep draught ships. LNG carriers not only have a big impact on the capacity of the waterway but also on the capacities of the nautical service providers, so early ordering is an absolute necessity.

For the same reasons, incoming LNG ships must be ordered at least 12 hours prior to ETA. This is because of the impact on the waterway due to the LNG carrier's special arrival manoeuvre requiring more tugs than is the case with other types of ships.

Visibility restriction and wind speed limit

LNG carriers must comply with a specific visibility restriction of 2,000 metres and a wind speed limit of 13.8 metres per second (for further information on visibility restrictions and wind speed limits, see chapter 3 of this publication).



3

NOTIFICATION PROCEDURE CHANNEL-BOUND SHIPS

Pilotage order times for channel-bound ships ('geulers' and 'semi-geulers')

A minimum pilotage order time of 12 hours prior to ETA applies to ingoing voyages of channel-bound ships with draughts of more than 17.40 metres ('geulers') and to ingoing voyages of channel-bound ships with draughts of more than 14.30 metres ('semi-geulers') with destination Rotterdam/Botlek.

The manoeuvres of these ships have a big impact on the capacity of the waterway and, in most cases, tidal windows have to be determined and more tugs than usual have to be ordered. Channel-bound ships with draughts of more than 14.30 metres ('semi-geulers'), moreover, will need tugboat assistance from as early as the Lower Light of the leading line. The impact on the capacity of the waterway as well as on the capacities of the nautical service providers is so big that this makes early ordering a necessity.

For the same reasons, a similar arrangement applies to outgoing voyages of 'geulers' and 'semi-geulers', where a minimum pilotage order time of 12 hours prior to ETD applies to channel-bound ships with draughts of more than 17.40 metres ('geulers') and to channel-bound ships with draughts of more than 14.30 metres ('semi-geulers') departing from Rotterdam/Botlek.

Normal pilotage order times apply to channel-bound ships with draughts of more than 14.30 metres ('semi-geulers') with destination Europoort/Maasvlakte/Calandkanaal.

The Notification Procedure is based on the agreements between DHMR (Rotterdam Harbour Master's Division) and Loodswezen Rotterdam-Rijnmond laid down in the Channel-Bound Ships Regulation.

1. As soon as a channel-bound ship has started its voyage with destination Rotterdam, the agent will send a pre-notification through PCS (Port Community System) to the Harbour Master with the ship's ETA. This will make the voyage visible in HAMIS (Harbour Master Management Information System). [Agent's Action.](#)

2. Not later than 72 hours before the ship's ETA, the agent will send the ship a questionnaire which will include at least the following questions: ETA at Rendezvous position; if all equipment is functioning properly; manoeuvring speed; draught; displacement at current draught (metric tons); Metacentric Height GM (metres); Free Surface Effect Correction GG' (metres); Roll Period (seconds); and if the ship is suitable for helicopter landing or hoisting and the location of the helicopter landing or hoisting area. [Agent's Action.](#)

3. Not later than 48 hours before arrival at the Rendezvous position (the pilot boarding location at sea for channel-bound ships using the Eurogeul), the ship's Captain will send an ETA to the Harbour Master, indicating the proper functioning of all equipment; manoeuvring speed; draught; and information about the helicopter landing or hoisting area.

The ship is also requested to supply the following additional information to be sent to HMC (Hydro-Meteo Centre) to enable a correct calculation of the tidal window in the tidal window calculation software PROTIDE:

- Displacement of the ship at current draught (metric tons);
- Metacentric Height GM (metres);
- Free Surface Area Correction GG' (metres);
- Roll Period (seconds).

This information can either be sent to the agent or directly to HCC and the Chief Pilot. [Captain's/Agent's Action.](#)

4. The Captain will send a message with a confirmation or adjustment of the ship's ETA at the Rendezvous 24, 12, 6 and 3 hours before ETA either directly or through the ship's agent to the Harbour Master and the Chief Pilot. [Captain's/Agent's Action.](#)



5. Berth exchange: As soon as the ship's agent knows that an incoming channel-bound ship will take the berth of a departing ship, he will place a berth exchange order via Dirkzwager, mentioning the departing ship's ETD. This will give HCC (Harbour Coordination Centre) and the service providers an indication of what can be expected. The agent will update the order as soon as possible whenever any changes occur.

If the actual berth exchange time differs too much from the time mentioned in the order, the agent will place a new order. The agent must monitor the departure time of the departing ship himself. As soon as the agent knows the departure time of the departing ship, he will change the exchange order into a direct ingoing order or into an ex-change order with the following information: "Ship is to exchange berth with departing ship [.. name ..] ordered for [.. time ..]".

By placing the new order, Maas Approach VTS will be informed and can enter the incoming ship into the VTS information system. For an efficient and accurate berth exchange operation, the departure time should be known 6 hours before departure. [Agent's Action.](#)

6. Upon receipt of the requested information, the Chief Pilot will check this for completeness, after which HCC will send a request for a tidal window. These actions will take place approximately 6 hours before the expected pilot embarkation time. [Action Chief Pilot and HCC Duty Officer.](#)

7. After final confirmation of the embarkation of the pilot (embarkation order), the Captain will be informed by Maas Approach on VHF 01 about the embarkation time, the pilot boarding location and whether the pilot(s) will come by helicopter, tender or SWATH. [Action Chief Pilot, HCC Du-ty Officer, and VTS Maas approach.](#)

8. If communication with the ship is difficult (e.g. ships in anchorage area 1), the HCC Duty Officer will send a confirmation of item 7 to the agent by email or telephone. [Action Chief Pilot and HCC Duty Officer.](#)

9. After the 'All Fast', any further communication to the Chief Pilot and Loodswezen is no longer necessary. [Agent's Action.](#)

4

SPECIAL TRANSPORTS

With special transports, a distinction is made between small and large transports. Small transports can merge into the traffic flow while large transports may affect navigation in the harbour or on the river, requiring other waterway users to adapt their sailing plans. Large transports may even require traffic regulatory measures from the Waterway Manager (VTS).

For small transports, a Worksheet (an online application form) has to be filled in and submitted to the Port of Rotterdam Authority. The application will be assessed by the Harbour Coordination Centre (HCC) and the Chief Pilot. Any comments or remarks are then fed back to the agent.

Large special transports may require a preliminary discussion. A preliminary discussion may be organised at the request of one or more of the parties involved. On the basis of the preliminary discussion, a Worksheet will be drawn up by the HCC in consultation with the Chief Pilot. The Worksheet states the relevant preconditions with regard to wind, tide, the use of tugs, and other restrictions.

Advance Information

During the preparation stages, all parties should be provided with as much information as possible. This information should include the object's dimensions and, if possible, a number of pictures. If the object is a pontoon, information about deck cargo must be included.

Tugs

With the help of the Tug Matrix, the Harbour Master advises on the number of tugs to be used. The Tug Matrix has been designed by Rotterdam Pilots and the Port of Rotterdam. The Tug Matrix takes into account the object's dimensions, draught and route including any historically similar voyages.

The agent can use this advice to order the number of tugs required for the transport. Any additional requirements relating to the use of tugs due to special circumstances will be discussed during the preliminary discussion. **Seagoing tugs** In general, seagoing tugs assisting ingoing transports to the hinterland may not be released later than near Handelskade at Dordrecht while seagoing tugs assisting outgoing transports from the hinterland may not be secured earlier than near Handelskade at Dordrecht.

Embarkation of the pilot

With regard to ingoing transports assisted by seagoing tugs, pilot embarkation at sea will not take place on the pontoon but on the seagoing tug for safety reasons. Depending on the route, this pilot, or an additional pilot will be transferred to the pontoon once the transport arrives inside the breakwaters.



5

RESTRICTED VISIBILITY/FOG

Hinterland - Rijkswaterstaat management area (upstream of the following bridges: Botlekbrug, Spijkenisserbrug, and Van Brienoordbrug)

The Visibility Regulation will become effective if visibility drops below 1,000 meters. This means that the Duty Officer of the Rotterdam Harbour Coordination Centre (HCC), the VTS operator of the Dordrecht Regional Traffic Centre (RVC), and the Chief Pilot will consult each other on all ingoing and outgoing ships. Such consultation is held as soon as a ship's arrival, departure or berth shift notification has been received. The consultation will benefit from the Chief Pilot's experience and nautical expertise.

The ship will only be entered into the arrival, departure or berth shift schedule if all parties are in agreement. If conditions are considered unsafe by one of the parties, the ship's agent will be given a negative advice. The agent may disregard this advice, but in doing so he will be taking a serious risk that the ship's arrival, departure or berth shift will be cancelled. Agents should bear in mind that no guarantee can be given that the situation will have improved at the time when the pilot comes on board. The result of the consultation depends on the ship's dimensions and equipment, the Captain's opinion, and on various other factors, including the bridges.



Rotterdam – management area of the Rotterdam Harbour Master's Division (DHMR)

If the visibility becomes less than 2,000 metres, the Duty Officer of the Harbour Coordination Centre will activate the Visibility Reporting Service (ZBD). This means that the Rotterdam Harbour Master's Division / VTS will issue operational warnings to ships about the visibility.

If the visibility drops below 500 meters, the Restricted Visibility Regulation will become effective, either for the entire port area, or for individual port areas, such as Botlek, City, or Europoort. The Duty Officer of the Harbour Coordination Centre decides whether or not the Restricted Visibility Regulation will be activated. The Duty Officer of the Harbour Coordination Centre, the Chief Pilot, and the towage companies will consult each other on all scheduled ingoing, outgoing or berth shift voyages. Ingoing ships for which it is too late to abort the approach manoeuvre and are overwhelmed by fog, however, will always receive assistance.

If conditions for outgoing ships are considered unsafe by one of the parties, the ship's agent will be given a negative advice. The agent may disregard this advice. But in doing so, he will be taking a serious risk that the ship's departure will be cancelled. Agents should bear in mind that no guarantee can be given that the situation will have improved at the time when the pilot comes on board. If conditions are still unsafe, the pilot will inform the captain or his representative that they are advised not to depart.

If no tugs are needed, the ship's voyage will be discussed between the Duty Officer of the Harbour Coordination Centre and the Chief Pilot. Even if no negative advice has been given, the situation at the time when the pilot comes on board might be such that he will advise the captain not to depart.

If a voyage is cancelled due to a negative advice, the ship will be entered into the schedule and labelled 'may proceed as conditions allow'. In this context, the label 'may proceed as conditions allow' is coupled to a certain limit of visibility. As soon as visibility is higher than the limit, the agent will be informed by the Harbour Coordination Centre that the ship can proceed.

6

STORM PILOTAGE (PILOTAGE IN STORMY WEATHER CONDITIONS)

Hinterland

There are no strict wind speed limits for passing through the bridges to/from the hinterland. Whether the voyage can be carried out safely will be determined in consultation between the captain and the pilot as soon as the pilot has come on board.

Rotterdam

Adjustment of pilot services to low freeboard

If the significant wave height at light platform "Goeree" in the North Sea reaches 2.30 metres, pilot services to low freeboard (i.e. ships with a length over all of less than 125 metres) will be adjusted. In this wave height, embarkation of small ships by pilot ladder becomes too dangerous. The decision of whether embarkation has become too dangerous is taken by the Chief Pilot in consultation with the pilot boat and the pilot tender. The Chief Pilot will inform the Duty Officer of the Harbour Coordination Centre that pilot services to low freeboard will be adjusted.

Ingoing ships NOT carrying dangerous goods will receive a Shore-Based Pilotage (SBP) intake interview upon entering the Maas Approach area. During the intake interview, the captain will be asked if he accepts SBP. The quality of the communication is assessed to see if SBP can be conducted safely. This assessment is done by the VTS operator of Maas Approach. The ship qualifies for SBP after approval by the VTS operator. SBP commences as soon as the ship enters Sector Pilot Maas. Specially trained SBP pilots provide shore-based pilotage from VTS Sectors Pilot Maas and Maas Entrance. They will pilot the ship using shore-based radar and VHF until it has arrived between the breakwaters where its designated pilot can safely embark.

The intake interview of outgoing ships is conducted by a VTS operator at the Harbour Coordination Centre. It is the VTS operator's task to establish if the captain accepts SBP, if the ship has no defects, and if the quality of the communication is such that SBP can be conducted safely. When the outgoing ship is abeam of Berghaven, the pilot on board will hand over the ship to the SBP pilots. He will disembark a short while later when the ship is near the breakwaters.

An adjusted pilot service for means that the pilot tender can no longer be used for embarkation or disembarkation of the pilot. Ingoing and outgoing ships will be served by the pilot station vessel at sea from which pilots are transferred by means of fast launch craft. This means, logistically, that ships may sometimes have to wait a little longer than usual. This is due to the fact that ships have to be grouped as much as possible to enable a logistically efficient embarkation and disembarkation process. In some cases, pilotage by helicopter can be arranged on a 'look-see' basis.

Ingoing ships may qualify for shore-based pilotage if they have a length of 165 metres or less and a draught of 14.30 metres or less. Outgoing ships may qualify for shore-based pilotage if they have a draught of 9.00 metres or less and a length of 125 metres or less (if pilot services are adjusted for low freeboard only), or a length of 150 metres or less (if pilot services are adjusted for all ships).

Under certain conditions (stated by the Harbour Master) loaded tankers with a length of 125 metres or less may qualify for shore-based pilotage.



Adjustment of pilot services to all ships

If the significant wave height reaches 3.20 metres, pilot services to all ships will be adjusted. Please note that the adjustment of pilot services to low freeboard (shore-based pilotage included) will be continued. In some cases, pilotage by helicopter can be arranged on a 'look-see' basis.

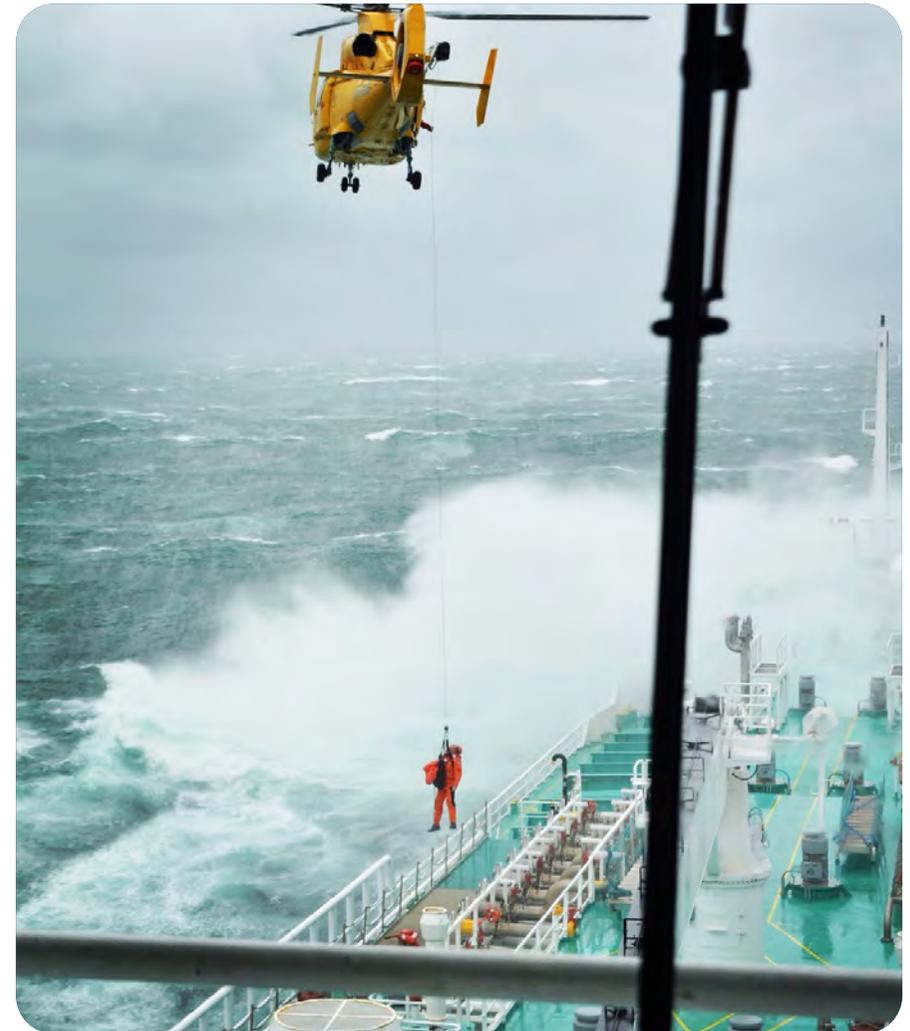
During adjustment of pilot services to all ships, all ingoing and outgoing ships suitable for pilot embarkation or disembarkation by helicopter may proceed. The VTS operator of Maas Approach will ask the Captain if his ship is suitable for embarkation of the pilot by helicopter. If that is the case, the pilot will be transported by helicopter to the ship and hoisted onto its winching area or deck. Ships not suitable for pilot embarkation or disembarkation by helicopter will be registered as such.

Please note that the assessment of the safety of the hoisting operation is the responsibility of the helicopter and this means that an operation can still be called off at the very last moment. In that case, the pilot cannot come on board. If it turns out that a ship is not suitable to receive the pilot by helicopter, or if a ship has been registered as such, it will be entered into the schedule and labelled 'may proceed as conditions allow'. The agent will be informed of this by the Harbour Coordination Centre. The ship can proceed as soon as normal pilotage has been resumed.

Wind speed limits

The Harbour Master has introduced specific wind speed limits for certain harbour basins. A ship's arrival or departure will be cancelled if the wind speed exceeds the limit. In that case, the ship will be entered into the schedule and labelled 'may proceed as conditions allow'. The ship can proceed as soon as the wind drops below the limit and the agent will be informed of this by the Harbour Coordination Centre. Wind speed limits may come into force if the wind speed at Hook of Holland reaches 12 m/s.

In the event of borderline situations, the agent will be contacted to discuss whether the ship's scheduled arrival, departure or berth shift must go ahead - with the risk of cancellation and associated costs.



7



TIDAL WINDOWS/DRAUGHTS

It is very important for ships to state the correct draught. The draught is decisive in determining whether or not the ship is to be classified as 'tidal bound'. Apart from that, a pilot's licence is coupled to a certain draught and that makes 'draught' a decisive factor in selecting a correctly licenced pilot. Please note that not all pilots have the same licence.

8

LOODS AANTAL BOTEN (PILOT'S ADVICE ON NUMBER OF TUGS)

When ordering a ship for departure or shifting, the agent can specify the number of tugs requested by the captain. But the agent can also choose for the "Loods Aantal Boten" (or LAB) option. If a ship is ordered with the LAB option, the number of tugboats required will be estimated by the Chief Pilot in advance. The Chief Pilot will base his estimate on information with regard to the location, historical data, characteristics of the ship, and weather conditions. The LAB option can help the towage service to make an accurate advance planning of the number of tugs to allocate to the ship.

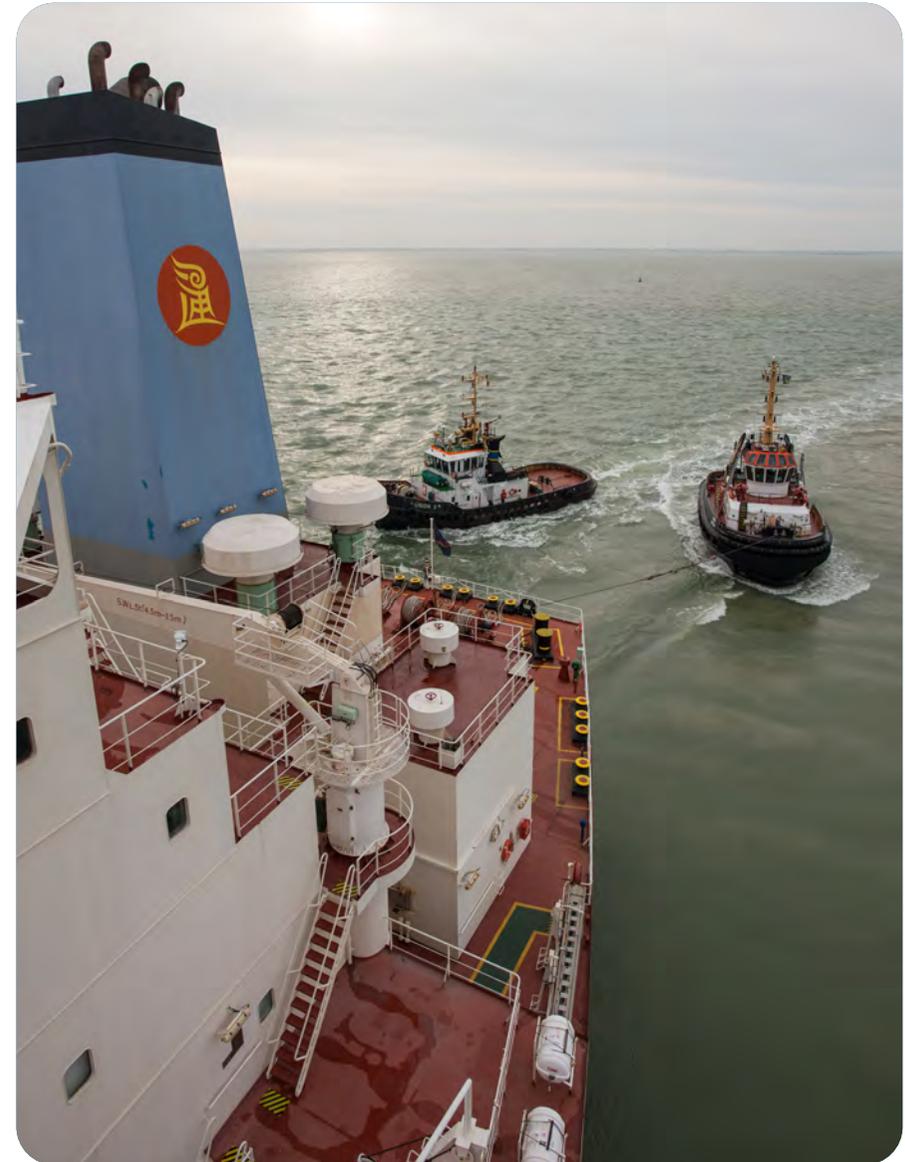
When the pilot for the ship in question is scheduled for the job, he will indicate the actual number of tugs to be used and ordered.

Loods Aantal Boten Verplicht (Compulsory Pilot's Advice on Number of Tugs)

In some cases, the "Loods Aantal Boten" option will be compulsory, for instance if a ship is scheduled for departure or shifting in conditions close to its wind or tidal limits. The actual number of tugs to be used will be determined by the pilot. So as soon as the pilot in question is called (1.5 hours prior to ETD), he/she can still adjust the number of tugs scheduled in advance.

The criteria for ships departing and arriving in various other harbour basins are laid down in the Tidal Guidelines document. This document has been drawn up by the Rotterdam Harbour Master's Division (DHMR) in cooperation with Loodswezen and includes criteria such as current, water level, and wind.

Consultation between the HCC Duty Officer and the Chief Pilot will take place if only one tug is ordered for a departing container ship with a length of 350 metres or more. In this case, the HCC Duty Officer and the Chief Pilot will weigh the circumstances against the currently applicable guidelines. They may contact the agent and warn him of possible delays if the captain and the pilot decide that additional tugs are required.





CUSTOMER SERVICE

Should you have any remarks or questions in relation to our service or other matters in the Rotterdam-Rijnmond region, please contact our Customer Service Desk at rtm.customerservice@loodswezen.nl or by telephone +3188 900 3000.

You will receive an acknowledgement of receipt within two working days with an indication of the time needed for answering your email. We aim to provide feedback within one working week.