

# What are the consequences for the employees, cargo and passengers of the Pride of Rotterdam due to Brexit?

The consequences of Brexit at the Pride of Rotterdam for the nautical branch

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## Samenvatting

Dit onderzoek gaat over de gevolgen voor de werknemers, vracht en passagiers van de Pride of Rotterdam als gevolg van de Brexit. Eerst is er een theoretisch kader opgesteld. Vervolgens is een hoofdvraag opgesteld: Wat zijn de gevolgen voor de werknemers, lading en passagiers van de Pride of Rotterdam als gevolg van de Brexit?

Vervolgens werden de volgende deelvragen opgesteld:

Deelvraag 1: Hoe is de situatie met goederen en diensten na de Brexit?

Deelvraag 2: 'Wat verandert er door de Brexit voor de dekkofficiëren?' (Interviews houden)

Deelvraag 3: Welke gevolgen heeft de Brexit voor de haventerminals 'Europoort' en 'Hull'?

Deelvraag 4: Wat zijn de gevolgen voor de Pride of Rotterdam als gevolg van de veranderingen in de haventerminals?

Om informatie te verkrijgen zijn interviews gehouden met de havendienstleiders van Hull en Europoort. Ook zijn interviews gehouden met de 2e stuurman van de Pride of Rotterdam, de voorman in Hull en met de kapitein. Ook zijn gegevens verzameld over vertrektijden, aantal passagiers/lading en brandstofverbruik.

Uit dit onderzoek blijkt dat de Pride of Rotterdam meer vertragingen heeft ondervonden na de start van de Brexit en dat er files ontstaan bij de vrachtterminals. Dit komt doordat de systemen, waarmee de terminals werken, verouderd zijn. Ook is dit systeem niet goed te gebruiken in combinatie met het nieuwe systeem dat door de Brexit is ontstaan. Bovendien zijn er na de Brexit minder passagiers en ladingen aan boord. Dit was al laag door Corona, maar door Brexit is het aantal nog minder geworden. Verder heeft de bemanning ook kleine veranderingen gemerkt door de Brexit. Zoals het altijd inleveren van een paspoort in plaats van een ID-kaart of monsterboekje. Tot slot is er ook voor de stuurlieden veel veranderd. Het laden en lossen kost nu meer tijd. Dit veroorzaakt meer ergernis bij de bemanning en de klanten.

Toch is dit onderzoek gebaseerd op interviews die dus gebaseerd zijn op eigen meningen en ervaringen. De werkelijkheid kan dus deels afwijken.

Concluderend blijkt dat de IT-systemen van de terminals verouderd zijn, en dat P&O ook duidelijker moet maken aan klanten welke inspecties/papieren ze nodig hebben. Ook is de infrastructuur bij de terminals nog niet optimaal. Uit dit onderzoek kan worden geconcludeerd dat de IT-systemen van de terminals moeten worden verbeterd. Het moet ook duidelijker worden welke papieren/inspecties nodig zijn voor de klanten. Ten slotte moet de infrastructuur van de terminals worden verbeterd.

## Abstract

This research is about the consequences for the employees, cargo and passengers of the Pride of Rotterdam as a result of the Brexit. First, a theoretical framework was drawn up. Then a main question was drawn up: What are the consequences for the employees, cargo and passengers of the Pride of Rotterdam due to Brexit?

The following sub questions have been prepared for this main question:

Sub question 1: What is the situation with goods and services after the Brexit?

Sub question 2: 'What will the Brexit change for deck officers?' (Conducting interviews)

Sub question 3: What impact does the Brexit have on the port terminals 'Europoort' and 'Hull'?

Sub question 4: What are the consequences for the Pride of Rotterdam due to the changes in the port terminals?

To obtain information, interviews were held with the port duty managers of Hull and Europoort. Interviews were also held with the 2nd mate of the Pride of Rotterdam, the foreman in Hull and with the captain. Data was also collected on departure times, number of passengers/load and fuel consumption.

This research shows that the Pride of Rotterdam has experienced more delays after the start of the Brexit and that there are more traffic jams at the cargo terminals. This is because the IT-system, with which the terminals work, is out of date. Also, this system is not good to use in combination with the new system that has come about because of Brexit. Furthermore, there are fewer passengers and cargoes on board after the Brexit. This was already low due to Corona, but the number has become even less due to Brexit. Furthermore, the crew has also noticed small changes from the Brexit. Such as always contributing a passport instead of an ID card or monster booklet. Finally, a lot has changed for the helmsmen as well. Loading and unloading takes more time. This causes more annoyance for the crew and the customers.

Yet, this research is based on interviews which are therefore based on own opinions and experiences. Reality can therefore be different.

In conclusion, it appears that the terminals' IT systems are outdated, and that P&O should also make it clearer to customers which inspections/papers they need. Also, the infrastructure at the terminals is not yet optimal. From this study, it can be recommended that the terminals' IT systems should be improved. It should also become clearer which papers/inspections are needed for the customers. Finally, the infrastructure of the terminals should be improved.

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## 1. Introduction

"The short-term impact of leaving the EU is going to throw up obstacles for ferries trying to meet their operational requirements, including expected congestion and delays in ports which have direct trade with EU port. (Moore, 2019).

Thus, the United Kingdom is no longer part of the customs union and the internal market. So, this means that as of 1 January, 2021, there was no longer free movement of goods, persons, services and capital with the United Kingdom and the European Union (economie, 2020).

The Pride of Rotterdam, a ship of P&O Ferries, is a cruise ferry that sails from Rotterdam (Europoort) to Hull. This ship deals daily with passengers and goods traveling between the Netherlands and the United Kingdom. Until December 31, 2020, according to the legislation, goods that remain within the EU almost never had to pay import duties. There were no rules on importing temporary goods. Excise goods such as tobacco, alcoholic products, mineral oils, coal and gas are already taxed in the receiving country. (RVO, 2020).

As of 1 January 2021, this expired. On December 24, 2020, there was an agreement on the Brexit between the UK and the EU. However, exporting and importing goods will become more difficult and time consuming in 2021 (RVO, 2020).

The aim of this study is to see what the consequences were for the Pride of Rotterdam after 1 January 2021. Only the consequences for the employees, cargo and passengers of the Pride of Rotterdam. It also discusses the impact of the Brexit on the Energy Efficiency Operational Indicator (EEOI) number This is just not discussed too deeply as it is not the purpose of this study. By doing interviews and collecting data this will be answered. The following Main question has been formulated for the study: **"What are the consequences for the employees, cargo and passengers of the Pride of Rotterdam due to Brexit?"**

The following sub questions have been prepared for this main question:

- What is the situation with goods and services after the Brexit?
- What will the Brexit change for deck officers?
- What impact does the Brexit have on the port terminals 'Europoort' and 'Hull'?
- What are the consequences for the Pride of Rotterdam due to the changes in the port terminals?

The sub questions were formulated by doing interviews about the situation before and after the Brexit. To answer the sub questions, first a theoretical framework was established through source research. For the sub questions, interviews were conducted with individuals affected by the Brexit. Data on departure times and fuel consumption were collected. Answers to the main question are provided by the answers to these sub questions. The source research also contributes to this. This is a quantitative/qualitative study.

The theoretical framework describes the theory of this research and describes the basic principles of this research. This was used to begin a research proposal. Furthermore, the conceptual model depicts variables and different topics of this research. How the data was obtained is described in the method.

## 2. Theoretical framework

In this chapter, theories, relevant concepts and definitions are explained in more detail. The purpose of this do get a clear picture and basis for the research. It looked at product imports, how ports are preparing for the Brexit, the changes for masters and deck officers and passengers.

### 2.1 Importing products before and after the Brexit into the EU.

As described in the introduction, products entering and leaving the UK were almost never taxed within the EU. There was no need for excise tax control when going from the Netherlands to the UK. This has changed after the Brexit. Only the question was, whether this will cause delays for the Pride of Rotterdam. What is certain is that this became a problem for Dutch trade, as the largest imports from the UK come in by sea. In total, 750 to 930 additional employees are needed at customs in Rotterdam (Port of Rotterdam, n.d.).

#### 2.1.1 Animals and animal products

Because the UK has left the EU, it has become a third country. This means that all animals and animal products must comply with EU standards and requirements. Certificates and inspections now necessary after the Brexit. A few things have changed after the Brexit for animal importers, who want to import into the EU. For example, certification, preregistration and import inspection. Before the Brexit, if someone traded in live animals between the Netherlands and the UK, the animals did not need to be inspected and preregistered upon entry into the Netherlands. After the Brexit, animals that want to enter the EU will have to be inspected. Now all animals need a health certificate that meets EU requirements. This also applies to animals that are only in the EU temporarily, for example competition horses. These are temporarily in the EU. Cows often stays in the EU. Because there are only inspection posts at the border checkpoint in Rotterdam for horses, day-old chicks and hatching eggs. Other animals cannot travel by ferry. The other animals must then travel by plane. However, an exception has been made for pets. These include dogs and cats that travel with their owners (NVWA, n.d.).



Figure 1: Calves for export/import

#### 2.1.2 Plants and plant products

The United Kingdom has imposed a number of post-Brexit requirements on plants and plant products. Before the Brexit, these were not considered in shipments between the UK and the Netherlands. These products, which must be exported from the Netherlands to the UK, will take the most time after the Brexit. There are also additional costs after the Brexit for various inspection services and export documents. In addition, tax must be paid on the imported product in the UK. An example of this is that the product must be declared through e-CertNL. The inspection service will process this application after all the necessary information about the product has been provided. If the products are transported by ferry or plane, this must be reported at least 4 hours in advance. If the products arrive by other means, the products must be reported 1 day in advance (NVWA, n.d.).



### 2.1.3 Packing wood

After the Brexit, packaging wood such as pallets, crates and dunnage must meet the international ISPM 15 standards. This rule is intended to prevent the spread of live pests by transporting wooden packaging. The EU has been using the International Ship & Port Facility Security (ISPS) 15 standard for a long time, so this rule has already been checked for some time (SMHV, n.d.).

There are four methods to comply with this standard. The methods are:

- Heat treatment
- Methyl bromide treatment
- Electric heating
- Treatment with sulfuryl fluoride

After treatment, a mark should be applied to the wood. See Figure 2. For dunnage there should be an extra D in addition to the mark. The mark will also appear on loose wood.(SMHV, n.d.).

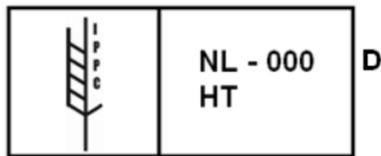


Figure 2: ISPM 15 mark for dunnage

Because this wood must comply with the ISPM 15 standard, this must be checked. This is done by carrying out inspections on the packaging wood and on packaging wood that has already been imported into the Netherlands. If, during an inspection, it is found that the wood does not meet the requirements, the country of origin is informed, and measures are imposed. These measures may be:

- Destroying
- Returning to country of origin
- Treatment to the ISPS 15 standard

## 2.2 The conditions of the port terminals before and after Brexit

Traffic jams at the terminals were expected and happened by Rotterdam Customs. Due to these traffic jams, there is a chance that travelers, with cars and truck drivers, will not make it to the ferries in time for departure. The result could be that ferries leave the ports with less cargo (Vliet, 2021).

### 2.2.1 The consequences for the port terminals after the Brexit in Europoort

The Port of Rotterdam had major traffic congestion at the port's terminals during the start of the Brexit. This could lead to major delays. Truck drivers could also experience delays, not only because of this, but also if their extended freight papers were not in order. Port authorities had been aware of this problem for some time. In order to prevent most of these delays, extra-large parking areas were created for freight traffic. In Europoort, a whole new traffic plan had been arranged. Here the roads could be used to park trucks wanting to go to the P&O terminal. See Figure 3. For example, if there is a traffic jam on the Moezelweg and Elbeweg due to freight traffic, the trucks can be parked on the road between the Moezelweg and the Rijnweg. The parking area on the Moezelweg can also be used. However, the traffic jams must be long enough that the motorway entrances and exits are blocked. The Port of Rotterdam thinks that this is not going happen (Port of Rotterdam, n.d.).

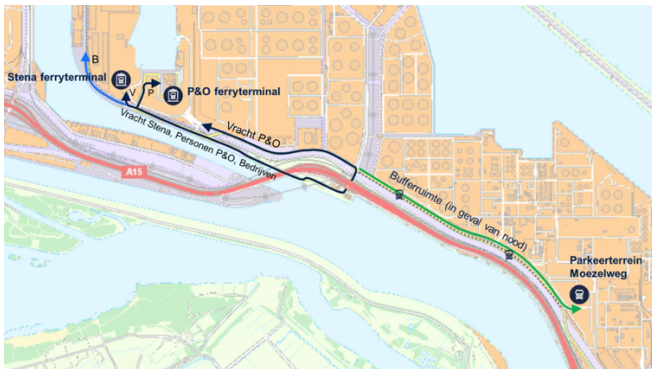


Figure 3: Route alternatives to P&O Ferries

### 2.2.2 The consequences for the port terminals after the Brexit in Hull

As mentioned earlier, the UK ports have received £200 million in funding for new investments. This is necessary, because the current infrastructure does not meet the new requirements. Now the current customs infrastructure is unable to cope and there would be a risk of congestion. Therefore, in order not to overload the infrastructure at the port, more truck parking spaces are needed. The disadvantage of this is that these parking spaces take up a lot of space. Furthermore, investments are being made in expanding and improving border checkpoints, in order to speed up the inspection of goods (Pölös Zsófia, 2020).

### 2.3 The duty changes for a master after Brexit for entering the EU and the UK

Masters must declare before arrival in the UK goods and persons. These persons can be passengers disembarking, but also crew members who will be paid off. This only applies to commercial vessels and also applies to offshore vessels providing services with offshore installations. Furthermore, ships that were still part of the Regular Shipping Service (RSS) must also report this (GOV.UK, 2020).

#### 2.3.1 How and when to report goods when traveling to the UK after Brexit

There are a total of 3 rules when it comes to declaring goods. The 3 rules are:

- Within 3 hours of the vessel reaching its berth/port, if her berth/port is closed it must be indicated one hour before opening time.
- Within 24 hours of arriving in port, but she has not yet reached her berth or is at anchor
- When requested to do so by an officer visiting the ship (GOV.UK, 2020)

In addition, the goods must be declared using special reporting forms. The following report forms must be filled in truthfully:

- General declaration
- Cargo declaration or manifest
- An account of stores held on board
- Crew's effect declaration (GOV.UK, 2020)

#### 2.3.1.1 Simpler for ferries

Vessels that have a predictable or fixed pattern may be considered to simplify this process. Other vessels also covered are dredgers, supply vessels and safety vessels. Ferries can submit the following application for this:

- An omnibus declaration, this means for a specified period and specified voyages
- Prior authorization, this is for details of the following journeys that are already known (GOV.UK, 2020)

### 2.3.2 English crewmembers

UK citizens working on Dutch ships fall under foreign rather than Community seafarers after the Brexit. Also, English seafarers cannot serve as captain or first deck officer. Exceptions can be made for the latter (Garrigues, 2020). Furthermore, "The certificates issued to seafarers by the United Kingdom are no longer accepted by an EU Member State under Article 5b of Directive 2008/106/EC after the end of the transition period." (COMMISSION, 2020) This means that a captain or an officer who holds UK certificates accepted by EU member states, were not allowed to work on these ships after the Brexit. However, exceptions can be made for this and/or special permits can be applied for (COMMISSION, 2020) (WERKGELEGENHEID, 2000).

## 2.4 The changes for passengers after Brexit

For passengers, a number of things are going to change because of Brexit. This is because previously there was not only free movement of goods and services, but also free movement of people. This applies to all members of the EU (europa-nu, n.d.).

### 2.4.1 ID-cards and passports

If people want to travel between the Netherlands and the UK, it was already mandatory before the Brexit to show an ID-card. This is still possible until 30 September 2021. From 1 October it is obligatory to carry a passport. An exception was made for people who already lived in the UK before 1 January 2021. They may use an ID-card to travel between the Netherlands and the UK until the end of 2025 (Rijksoverheid, n.d.).



Figure 4: An EU passport

### 2.4.2 Commercial goods from the EU to the UK

Commercial goods are goods carried in hand luggage or in a small motor vehicle. These goods are then intended for sale. Customs must be told if these goods are in the vehicle or hand luggage. Furthermore, a complete customs declaration must be submitted if the goods are:

- Above the total value of £ 1,500 to UK
- Weigh more than 1,000 kilograms
- Excise, restricted or controlled goods

(GOV.UK, Visiting the UK as an EU, EEA or Swiss citizen, 2020)

## 2.5 Terms and definitions

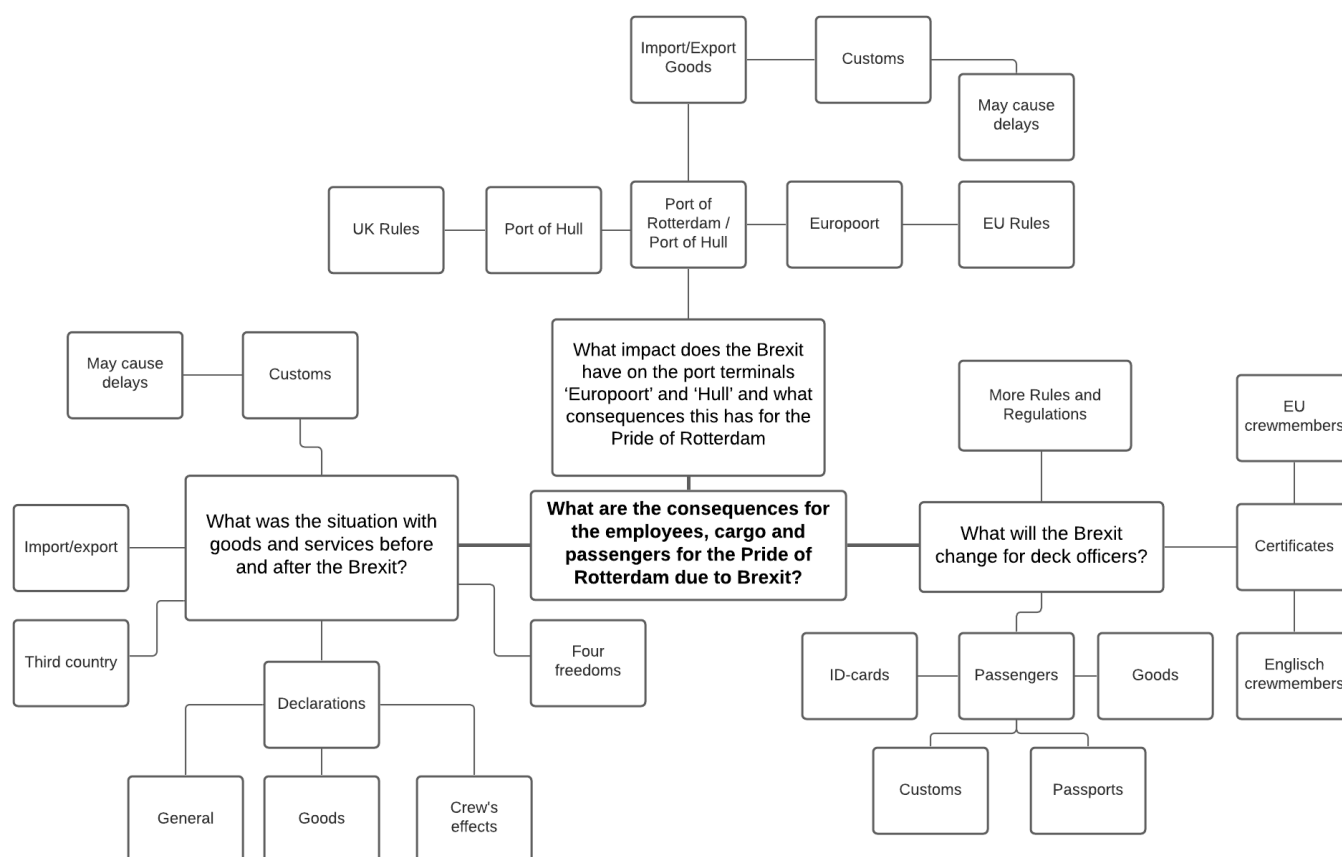
Table 1 shows the important terms and their corresponding definitions used in the theoretical framework.

Table 1: Terms and definitions

Term	Definition
<b>Border checkpoints</b>	A border checkpoint is a place, generally between two countries, where travelers or goods are inspected
<b>Brexit</b>	A concept that means that the United Kingdom is leaving the European Union (EU)
<b>Certificates</b>	The action or process of providing someone or something with an official document attesting to a status or level of achievement
<b>Commercial vessels</b>	A vessel which is used, rigged, or licensed for any commercial use or purpose, but shall not include vessels operated within the terms of a concession lease or agreement with the commission
<b>Crates</b>	A slatted wooden case used for transporting goods
<b>Crew</b>	A group of people who work on and operate a ship, aircraft, etc.
<b>Declaration</b>	A formal or explicit statement or announcement
<b>Dunnage</b>	Loose wood, matting, or similar material used to keep a cargo in position in a ship's hold
<b>Ferry</b>	A boat or ship for conveying passengers and goods, especially over a relatively short distance and as a regular service
<b>ID-card</b>	Is any document that may be used to prove a person's identity.
<b>Offshore vessels</b>	Ships that specifically serve operational purposes such as oil exploration and construction work at the high seas.
<b>Seafarer</b>	A person who works aboard a watercraft as part of its crew, and may work in any one of a number of different fields that are related to the operation and maintenance of a ship

## 2.6 Conceptual model

This conceptual model is made to get a better picture for answering the sub questions.





### 3. Method

This chapter describes how data and responses were obtained. It also describes how the data was processed and how the privacy of the companies/individuals was safeguarded.

#### 3.1 Research method

The chosen research method is a quantitative/qualitative study. This was chosen because conducting interviews provided the best and most direct answers to the sub questions. Interviews were conducted with individuals closely involved with the Pride of Rotterdam, Brexit and / or P&O Ferries. The Port Duty Managers of P&O Ferries in Hull and Europort were also contacted. Information was also collected on departure times, fuel consumption and the amount of people/freight. The sub questions are as follows:

- **Sub question 1:** What is the situation with goods and services after the Brexit?
- **Sub question 2:** 'What will the Brexit change for deck officers?' (Conducting interviews)
- **Sub question 3:** What impact does the Brexit have on the port terminals 'Europort' and 'Hull'?
- **Sub question 4:** What are the consequences for the Pride of Rotterdam due to the changes in the port terminals?

#### 3.2 Data collection method and data analysis

As mentioned earlier, interviews were conducted. This required preparation to get the most out of these interviews. The research population was 5 people. Questionnaires were prepared for the interviews. Each interview was also recorded and later minuted. Of course, the recording was done only with the consent of the person. Furthermore, important concepts were extracted from the interviews and later incorporated into this study. Answers were also compared for similarity and originality. In the end, these minutes provided answers that answered the sub questions. The departure times, fuel consumption and the amount of people/freight were collected by the captain of the Pride of Rotterdam.

#### 3.3 Data processing

- **Which hypothesis is tested?**  
It was expected that after the arrival of the Brexit, it would become more difficult for the terminals in the ports and deck officers. This could lead to longer waiting times, causing delays and/or loss of passengers and cargo for the Pride of Rotterdam.
- **How will you test this hypothesis?**  
The hypothesis was tested through statistical research. Interviews were conducted for this purpose. A null hypothesis and an alternative hypothesis were used. The null hypothesis is that there is no Brexit and minimal customs delay. The alternative hypothesis is that there is more delay due to Brexit. A survey was conducted using these two questions to test the hypothesis.
- **What software will you use?**  
The interviews were conducted using Microsoft Word, Apple's Dictaphone app. Microsoft Excel was also used for collecting and comparing information.

#### 3.4 Ethics

The privacy of the interviewees who contribute to this study is important. Therefore, the personal information of these interviewees (those who contributed to the interviews) remained confidential at all times.

## 4. Research results

This chapter will clarify the research findings and will answer the sub questions. This is about the situation with goods, services, deck officers and terminals after the Brexit. The paragraphs are called: What was the situation with goods and services before and after the Brexit, what will the Brexit change for deck officers, what impact does the Brexit have on the port terminals 'Europoort' and 'Hull' and what are the consequences for the Pride of Rotterdam due to the changes in the port terminals?

### 4.1 What was the situation with goods and services before and after the Brexit?

Before the Brexit, goods and services could be transported freely. Now, after the Brexit, this is no longer the case, and all 'goods and services' must meet stricter conditions. There was a flow of goods and transport. Everything could be processed in 1 system at the P&O terminals of Europoort and Hull. After the Brexit, this changed. The following subparagraphs explain the changes for declarations, crew, cargo, passengers and the EEOI number.

#### 4.1.1 Declarations

After Brexit certain declarations are required. These are filled out ashore by the P&O Ferries freight office. However, this is going to change in the future. It is not yet clear when and which declarations will fall to the deck officers (Jonkman, 2021). The following topics explain what these declarations entail. These are declarations that deal with general information, cargo, account of stores and crew's effects.

##### **General declaration**

This declaration must contains general information about the ship and is called: IMO FAL Form 1 (C94). For example, the IMO number of the ship, the number of crew and passengers, the port of destination and the flag State of the ship is asked. See Attachment 1 for the complete form. (GOV.UK, 2020)

##### **Cargo declaration or manifest**

The cargo declaration shall be declared herein. This is often the manifest. Commercial or administrative documents relating to the goods on board are also approved. However, the manifest must meet specific conditions. For each consignment, the manifest or other commercial/administrative documents must comply with the following condition:

- The maritime transport document reference (for example: Bill of lading)
- The container identification/vehicle registration number
- The port of place where the goods were loaded onto the vessel
- The description and gross weight/volume of the good
- The original port of place of shipment for goods on a through maritime transport document (GOV.UK, Visiting the UK as an EU, EEA or Swiss citizen, 2020) (GOV.UK, 2020)

An exception is made for ports that use an automated stock control system. In that case, the cargo declaration can be made by computer. Even if shipping companies do not have a suitable manifest or other document, an exception is been made for this document. However, the IMO FAL Form 2 must be sent. See attachment 2 for complete details of this form (GOV.UK, 2020).

##### **An account of stores held on board**

This declaration is about 'account of store held on board'. For this declaration is the form: IMO FAL Form3 (C95). This can be done by the person responsible for checking the ship's stores, but also by the master. This form should include, for example, the names of the items, the quantity and the place of storage. See Attachment 3 for more details (HM Revenue & Customs, 2020).

### **Crew's effect declaration**

This concerns the declaration of goods or objects that exceed the traveler's travel sum. It may also include items that are prohibited or have restrictions. For example, explosives, firearms and fireworks. A distinction is made between 'all countries outside the United Kingdom' and 'countries known as third countries'. In the case of restricted items, they can only enter the UK if they have been subject to excise duty and all the licenses are in order. For this purpose, the IMO FAL Form 4 (96) must be completed. See Attachment 4 (GOV.UK, 2020).

#### **4.1.2 Crew**

The Pride of Rotterdam is currently sailing with Dutch officers. It was discussed earlier in the theoretical framework that it is more difficult to hire English officers for European ships. "P&O Ferries has not suffered from this to date. The sister ship 'MS Norbank' will soon be sailing with English officers" (Jonkman, 2021). MS Norbank is a P&O sister vessel sailing under the Dutch flag (Norbank, 2021). So Mr. Jonkman thinks that there will be no problems, if English officers will be on the Pride of Rotterdam. They do have to sail under a Dutch contract (Jonkman, 2021).

Furthermore, there are after Brexit stricter controls by the English government. First, all crew must now carry a passport. Secondly, passport control and the crew list have become stricter. There are more stricter controls on the details of these documents, such as whether all middle names are correct. Third, the middle names and passport numbers must be on the crew list. Previously this was not the case. Before the Brexit, only the number of the 'Seamans book' was enough (Jonkman, 2021).

#### **4.1.3 Customs**

Before the Brexit, showing an Identity Card (ID) or a passport was enough to get through customs. Now everyone must show a passport and you are checked by customs for certain goods. Till this date, there have been no complaints due to the new situation after the Brexit. Nor are they expected in the future (Jonkman, 2021).

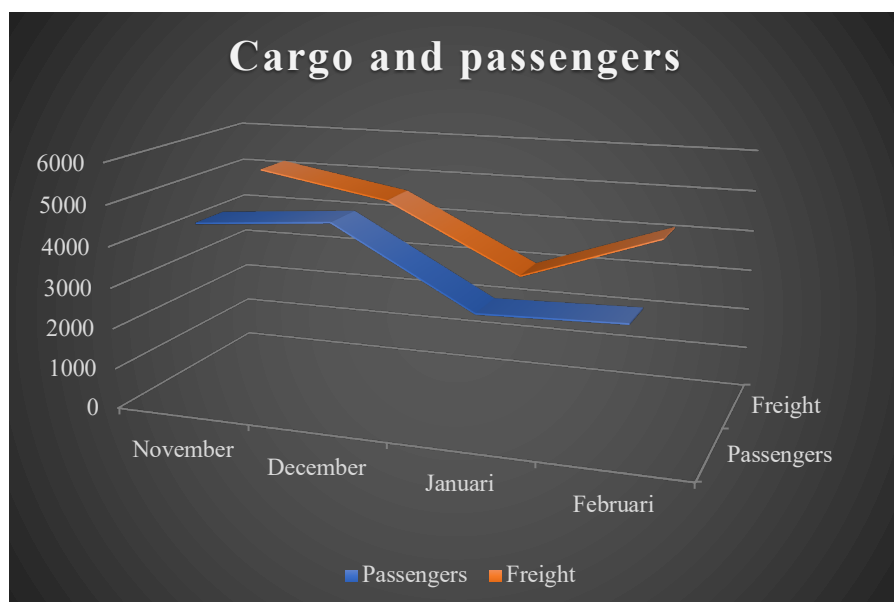
However, the EU has decided that from 1 January 2022 stricter checks must be carried out at border controls for passengers and drivers. The same rules will then apply for the UK as for all other "third countries". Passengers may experience more inconvenience at customs as a result. To prevent this, customs and the military police are already making plans to make this transition as smooth as possible. (Nieuwsbrief P&O Ferries, 2021).

#### **4.1.4 Less cargo and passengers**

The Pride of Rotterdam took a hit in early 2021 in terms of cargo and passengers. In the first month of 2021, the number of cargos for the Pride of Rotterdam decreased by more than 25% compared to December 2020. The amount of passengers dropped by almost 30% in January 2020, compared to December 2020. The number of passengers decreased because the number of trucks also decreased. These truck drivers were a part of the number of passengers. There were almost only containers and trailers being transported in January. In February 2021, the number of cargo did increase again, but the number of passengers did not increase much. See Table 2 and Graphic 1. The number of passengers did not increase greatly because the cargo was mostly containers and not trucks with trailers.

Table 2: Number of passengers and freights

Date	Passengers	Freight
November, 2020	4479	5197
December, 2020	4745	4621
January, 2021	2915	2970
February, 2021	3016	4165



Graphic 1: The course of the number of passengers and cargo

According to Mrs. Delft, the number of dropped freight is due to the fact that many customers were afraid of Brexit. They wanted to avoid running out of goods if there was no Brexit deal. Many customers therefore did more exporting and importing of goods in 2020, in order to create a stockpile. Mrs. Delft says that the amount of freight will increase again in the coming year of 2021. This is because the customers stock is slowly running out (Delft, 2021). Captain Jonkman has the same opinion about this. Mr Jonkman says it's quite normal that less freight is transported in January than in November and December of 2020, only this year even less freight was transported in this period than in the past years. Mr. Jonkman does expect it to increase again in the coming year. "The customers just have to get used to the new system." (Jonkman, 2021).

#### 4.1.5 EEOI number

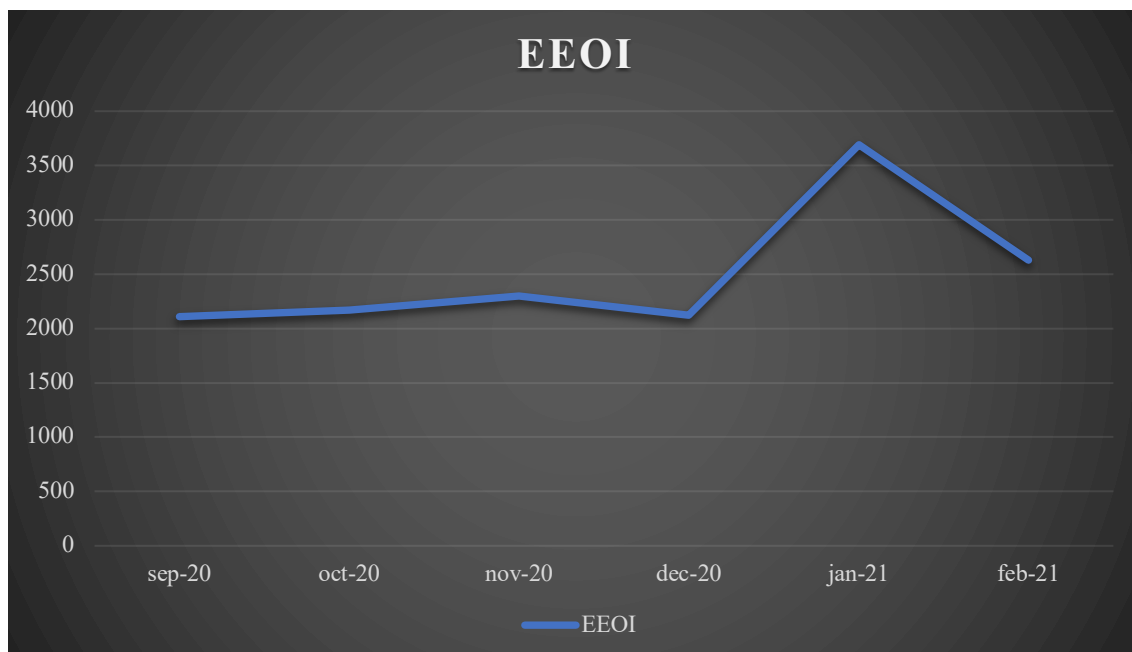
Because less freight was carried in January, the Energy Efficiency Operational Indicator (EEOI) number increased. The EEOI is calculated using the number of the amounts of CO<sub>2</sub>, the number of units (freight) and the number of miles traveled.

To calculate the EEOI, the following formula is used:

$$EEOI = \frac{CO_2}{(Units \times Miles)}$$

The lower the value is, the more efficient the ship is with its fuel. The EEOI is used as a monitor tool. The purpose of the EEOI is to contribute to the Ship Energy Efficiency Management Plan (SEEMP). The SEEMP is an operational measure for making improvements to the energy efficiency of a ship (IMO, sd).

In November 2020, the EEOI average was 2,299.008. In December 2020, it was at 2,120.332. In January there is immediately a big shift, as the EEOI average here is 3,691.429. So, this means that the inefficiency of fuel consumption has increased by 74% in January 2021, compared to December 2020. This number will start to improve again, once more cargo will be carried on the Pride of Rotterdam. As a result, the Pride of Rotterdam makes less profit, because the fuel consumption remains but the number of passengers/cargo decreases. See Graphic 2 for the coursing of the EEOI number. See Attachment 5 trough 9 for all details.



Graphic 2: The course of the EEOI



## 4.2 What will the Brexit change for deck officers?

Brexit also affects the mates and the foreman. For example, there is more uncertainty in loading and unloading the vessel and there is also less time for regular maintenance of the vessel.

### 4.2.1 The loading of the vessel

The Pride of Rotterdam is a cruise ferry that carries cars, trucks and containers. Each truck and container has a different weight and content. Therefore, some trucks may not stand near each other. This was before the Brexit, only this has now become more difficult. This is explained in the following topics.



Figure 5: The tailgate of the Pride of Rotterdam

### Foreman

The foreman is responsible for loading the ship. He determines where the trucks will be placed on the ship. Starboard, port, deck 3 deck 5 etc. In doing so, he considers that some cargo must be placed at certain points in accordance with the International Maritime Dangerous Goods (IMDG) rules. He also considers the heeling of the ship. A heeling of 0.8 degrees may cause cracks in the tailgate. (Smit, 2021). For this to go as smoothly as possible, it is important for the foreman to know how much and what kind of cargo he is getting. As result, the foreman now only knows a few minutes in advance what kind of cargo he will be dealing with. Then has to quickly decide where the cargo should go. The disadvantage of this is that loading sometimes has to be stopped. The foreman then has to discuss the situation with the Port Duty Manager and the 2nd mate. (Bainton, 2021) (Smit, 2021). (Vos, 2021)

### Dangerous cargo

The Pride of Rotterdam is allowed to carry a number of stowage classes. These are the categories A, B and C. Category A means that the cargo may be on deck and below deck. Category C and B means that the cargo may only be on deck (outside) (IMDG, 2021). For category C and B cargoes, in this case, is outside on the stern on deck 5. Furthermore, not all cargoes may be placed next to each other and there must be a certain amount of distance between them. For example, a class 4.1 may not be next to a class 3. A segregation table has been prepared for this purpose.

Table 3: Segregation table IMDG

CLASS	1.1 1.2 1.5	1.3 1.6	1.4	2.1	2.2	2.3	3	4.1	4.2	4.3	5.1	5.2	6.1	6.2	7	8	9
Explosives 1.1, 1.2, 1.5	*	*	*	4	2	2	4	4	4	4	4	4	2	4	2	4	X
Explosives 1.3, 1.6	*	*	*	4	2	2	4	3	3	4	4	4	2	4	2	2	X
Explosives 1.4	*	*	*	2	1	1	2	2	2	2	2	2	X	4	2	2	X
Flammable gases 2.1	4	4	2	X	X	X	2	1	2	X	2	2	X	4	2	1	X
Non-toxic, non-flammable gases 2.2	2	2	1	X	X	X	1	X	1	X	X	1	X	2	1	X	X
Toxic gases 2.3	2	2	1	X	X	X	2	X	2	X	X	2	X	2	1	X	X
Flammable liquids 3	4	4	2	2	1	2	X	X	2	1	2	2	X	3	2	X	X
Flammable solids (including self-reactive substances and solid desensitized explosives) 4.1	4	3	2	1	X	X	X	X	1	X	1	2	X	3	2	1	X
Substances liable to spontaneous combustion 4.2	4	3	2	2	1	2	2	1	X	1	2	2	1	3	2	1	X
Substances which, in contact with water, emit flammable gases 4.3	4	4	2	X	X	X	1	X	1	X	2	2	X	2	2	1	X
Oxidizing substances (agents) 5.1	4	4	2	2	X	X	2	1	2	2	X	2	1	3	1	2	X
Organic peroxides 5.2	4	4	2	2	1	2	2	2	2	2	X	1	3	2	2	2	X
Toxic substances 6.1	2	2	X	X	X	X	X	1	X	1	1	1	X	1	X	X	X
Infectious substances 6.2	4	4	4	4	2	2	3	3	3	2	3	3	1	X	3	3	X
Radioactive material 7	2	2	2	2	1	1	2	2	2	2	1	2	X	3	X	2	X
Corrosive substances 8	4	2	2	1	X	X	X	1	1	1	2	2	X	3	2	X	X
Miscellaneous dangerous substances and articles 9	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

Onboard the Pride of Rotterdam, there is room for 12 trucks on deck 5 outside. So, there is only a limited amount of space for this cargo. Also, space must be kept free to go to this part of deck 5. See Figure 7. The orange area indicates where category C/B cargo may be loaded. The yellow area, optionally starboard or port, indicates what space must be kept free on deck to load the aft deck (Deck 5) with cargo. So, the yellow area can only be loaded if there is no category C/B anymore. Before the Brexit it was certain how much category C/B would be coming that day. And therefore, it was possible to see in how much space had to be kept free. If you know there is no more category C/B, you could immediately continue loading this yellow area. Now it is no longer certain, because not all cargo comes through the terminal. So, you cannot continue loading, because you are waiting for category C/B with maybe never comes. "If eventually the cargo does not come then the mate has waited for nothing and loading did not have to be stopped in this area. Eventually this can cause a delay in departure time" (Smit, 2021).

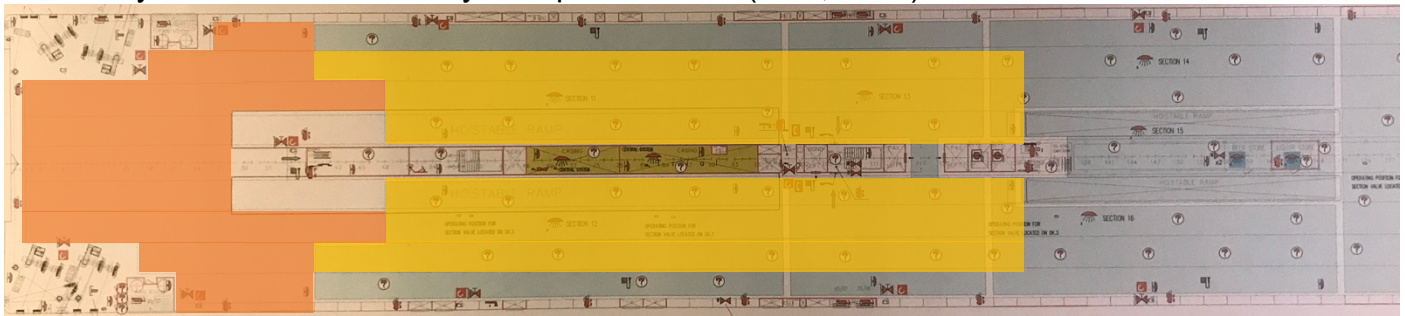


Figure 6: Part of deck 5

## Stability and drafts

Before the Brexit, the 2nd mate could already see in the morning how much cargo he would receive that day. Based on this information, he could make a planning concerning the ballasting so an ideal stability and draught can be obtained. After the Brexit, the stability at departure is always sufficient for the stability requirements. But the drafts are not optimal. The ideal drafts are not achieved, because sometimes it is not possible to predict how much more cargo you will get that exact day. The tipping center of the Pride of Rotterdam lies quite far aft. This means that the last few loads have a lot of influence on the draughts. For example, if there are 10 trucks at the dock and these trucks have an average of 30 tons per truck. This means that another 300 tons are going to be loaded aft. Ballast tank 6 is located quite far aft in the ship. This tank holds 270 tons of water. This tank must be empty sometimes when these trucks are going to be loaded. If these trucks do not show up at the last minute, then tank 6 must be filled to compensate for the weight of the trucks in front. The mate does not know until a few minutes before departure if these trucks are going to be loaded. While filling up a ballast tank, can take one hour, there is no way to wait for this and so the ship leaves with drafts that are not optimal. The results of this is that the ship has more fuel consumption. It has been calculated that the lowest fuel consumption is at 10 centimeters of trim forward. Every moment the ship is not at this trim, the ship consumes more fuel unnecessarily (Smit, 2021).

**Cargo documents**

There are no changes in the cargo documents. However, seeing the Limited quantities (LQ) in the cargo documents has changed. Limited quantities are important to know because a category C, which is normally only allowed outside, that is an LQ can be anywhere. First you could see if a cargo was an LQ by looking at the 'dangerous cargo summary list'. After Brexit you can't tell anymore. You can only see this on the basis of your 'full hazardous report'. You always have to print it out, which can easily amount to 20 pieces of paper. This always costs extra time and paper (Smit, 2021).

**Pluggers**

Pluggers, have sensitive cargo. These pluggers have more stringent requirements at the terminal. Also, these pluggers arrive as late as possible. This is because the cargo has a limited lifetime. Then the problem is as follows. The pluggers arrive in the last 20 minutes before departure. They get into trouble when checking in at the terminal because their papers are not in order. If the Pride of Rotterdam has 60 pluggers on an evening, the ship will soon be delayed because of this. The 2nd mate has to stay down longer when loading etc. because of this (Smit, 2021).

**Problems after departure**

The dayman is working from 08:00 till 17:00 and from 20:00 till 21:00. He is responsible for regular maintenance on board and can assist with loading and unloading, if necessary. However, the dayman is responsible for filling in the stability data in the stability computer. If the Pride of Rotterdam departs later, the dayman will have to stay longer on the bridge. Also, the dayman could help with unexpected problems after departure. It may be that a plugger (reefer) fails. This problem must be solved as quickly as possible. If the plugger is not running for too long, the cargo may be damaged. Because after Brexit the dayman sometimes has to spend longer on the bridge, he no longer has time to solve unexpected problems. In fact, he has to keep an eye on his rest hours. The loading officer works from 20:00 24:00. He has to solve these problems right after departure. This creates further problems, because the 1st mate is navigating and waiting to be relieved by the loading officer. So, the 1st mate is also on top of the bridge longer, navigating the ship (Smit, 2021).

#### 4.2.2 The unloading of the vessel

In addition to loading the ship, changes have come in unloading the vessel. These are blockages.

##### **Blockages during unloading**

In addition to loading the vessel, close attention must also be paid to the ramp when unloading the ship. Since there are, after Brexit, often problems at the terminals, trucks cause traffic jams from the terminals to the ship. See Figure 8. The unloading of the ship takes a lot longer than before. The 2nd mate has to stay on deck near the Harbour Control Room during the unloading of the ship. As long as he has to unload the ship, he cannot start the regular maintenance of the ship or other tasks. He must therefore complete a job in a shorter period of time or leave it to the dayman. So, this also gives the dayman more work. Also, you don't want the trucks to be on the tailgate for too long. A heeling of 0.8 degrees may cause cracks in the tailgate. To prevent these cracks, trucks should not stand on this tailgate for too long (Smit, 2021).



Figure 7: Traffic jam on deck during unloading



### 4.3 What impact does the Brexit have on the port terminals 'Europoort' and 'Hull'?

Delays in departure can cause more fuel consumption. This is because there is less time available to meet the arrival time. The ship has to sail faster, which will lead to more fuel consumption (Jonkman, 2021). Furthermore, the terminal has problems with the passage of goods. Mr. Vos says that these companies no longer choose the Pride of Rotterdam but other transport methods. (Vos, 2021).

#### 4.3.1 Europoort

More and longer delays have occurred in early 2021. According to the Port Duty Manager of Europoort (Vos, 2021) these delays are because trucks are waiting longer at the Europoort terminal. Most of the delays in January and February of 2021 also happen at Europoort. Before the Brexit, trucks stood still at the terminal for an average of 30 seconds per truck. After Brexit this is easily 5 to 7 minutes.



Figure 8: P&O Ferries Terminal at Europoort

#### **Cargo documents and inspections**

After Brexit trucks must show multiple documents, booking numbers and unit numbers. Previously, only the freight bill, the registration certificate and the passport were sufficient. Trucks carrying meat products, are frequently stopped at the terminal in Europoort. These trucks, coming from Hull often, do not have the correct inspection certificates with them. Previously, they did not have to show these as they did not have to comply with any special inspections. Nowadays they do. Often many trucks stand with their trailer for a week at the terminal waiting for the correct papers from their companies.

#### **Full terminal**

Trucks that do not have the right documents/inspections, also have consequences for the terminal. This is because the terminal gets more crowded and thus has less space for trucks and containers, waiting for the Pride of Rotterdam. This in turn can cause trucks waiting for the Pride of Rotterdam to have to wait outside the terminal (Vos, 2021).

#### **Improvement**

Mr. (Vos, 2021) notices a slow improvement. At the beginning of January everything was unclear for companies when it came to the new transport certificates and inspections and everything went slowly. In February 2021 Mr. Vos noticed that, there was already a big (positive) difference compared to January 2021. Therefore, he expects that by the autumn of 2021, almost everything will be clear regarding the new Brexit rules.



#### 4.3.2 Hull

After Brexit In Hull, it went partly the same way as in Europoort. At the beginning of January, everything was still going very difficult, but later in February 2021 the situation improved. "We were already happy if we had checked 25 trucks at the end of the day. Now we do more than 100 a day". (Delft, 2021). So, what are the biggest problems after Brexit in Hull at the terminal? An IT-system that is too complex, too old and confusion with the terminal employees and customers.



Figure 9: P&O Ferries Terminal at Hull

#### **Outdated and complex system**

Before the Brexit, trucks could pass through the terminals without any problems. At that time, the trucks stopped here for an average of 1 minute. After Brexit this has become an average of 6 to 7 min. And this 6 minutes is only there if everything is oke with the freight papers etc. To begin with, the terminal at Hull is working with a IT-system that is already 20 years old. This must work together with 2 new systems that are needed to check and process the data of the cargoes. This system can sometimes no longer cope and breaks down. This has the consequence that customs can no longer check the cargo because they are also on this system. It sometimes happens with the last 3 trucks. The Pride of Rotterdam is ready for departure, but must wait for these 3 trucks. These are precious minutes, as it must sail faster to meet the arrival time, which in turn costs more fuel. Besides, the system is outdated and has also become too complex. After Brexit, it works as follows: a truck arrives at the terminal. The terminal sends a message to customs to say: 'these trucks have arrived'. The truck is directed to a parking lot (among all the traffic) to wait. After this, customs come with its documents and the terminal can enter these details. Finally the truck can pass through the terminal and be ready for departure. This is of course very confusing if several trucks must be checked at the same time (Delft, 2021).

#### **Cargo documents and inspections**

Before the Brexit, all that was needed was a passport and sometimes a bit of trucker's freight paper. Now after the Brexit this has changed. Truck drivers must show 6 different freight papers per load. Trucks often carry multiple loads, so this means they need separate freight papers for each load. If a truck has 8 different loads in his or her trailer, he or she already needs to show more than 30 freight papers. Furthermore, these freight documents are entered by hand by the customers. If even 1 digit or letter of these papers is incorrect, the entire truck may not be allowed to pass through. The truck must then wait for the correct numbers from its company before it can pass. This in turn causes congestion and traffic jams which in turn cause delays at the terminals themselves. (Delft, 2021).

**April and July 2021**

“What now after Brexit has happened at the terminals in Hull is just the beginning of what is to come in Hull. This is because the government still has a “loose rein” when it comes to controlling goods. Europoort is therefore a good example of what it could look like in Hull” (Delft, 2021). Trucks that do not get through the terminals, because they do not have the right inspections or freight documents. In April and July 2021, there should be more requirements on checking goods. It has been delayed until October 1, 2021. In April there are additional requirements on products of animal origin. Like meat, honey, milk or egg products. This also applies to plants and plant products. And July all full import controls and checks on all goods and products will be in place. New security declarations are then required that are similar for trading products with the rest of the world. On October 1, there would be additional inspections regarding plant health. Exporters of flowers and plants will have to show health certificates. (GOV.UK, Goederenverkeer tussen Groot-Brittannië en de EU, 2021) (Nieuwsbrief P&O Ferries, 2021).

**January 2022**

From 1 January, 2022, it is also going to be stricter in Hull, in terms of 'safety and security'. It is for products from Europoort to Hull. From 1 January, exporters have to give more information to Web Portal. The terminal in Hull will have to check all these stuffs. This means that the IT system has to be modernized before this time, otherwise the pressure on the staff at the terminals and traffic jams at the terminals will increase (Nieuwsbrief P&O Ferries, 2021).

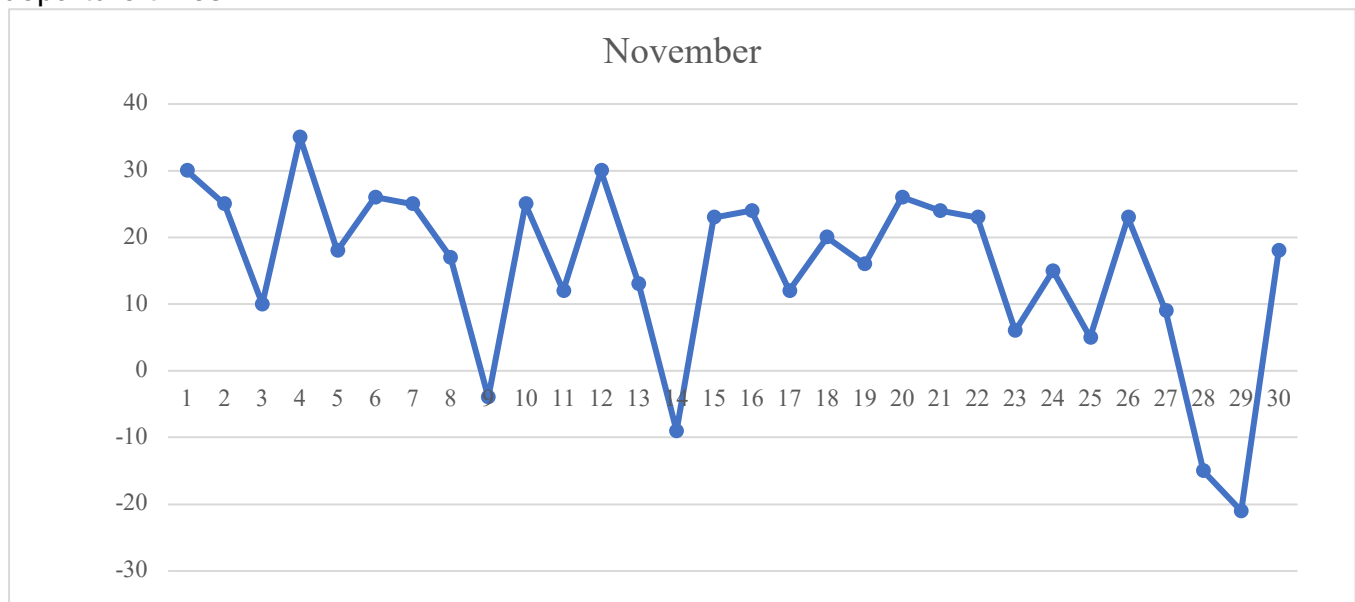
#### 4.4 What are the consequences for the Pride of Rotterdam due to the changes in the port terminals?

After the Brexit, there have been some changes in the terminals. The question now is what impact these changes will have on the Pride of Rotterdam. How big are the delays and what are the costs involved?

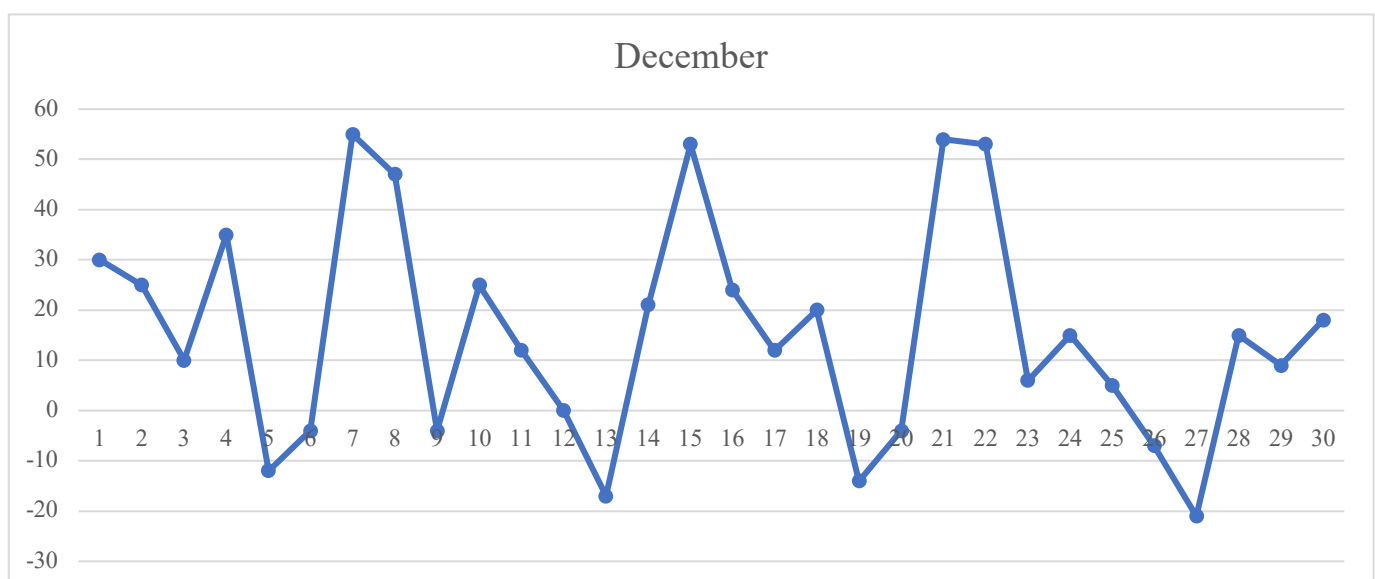
##### 4.4.1 Delays

The Pride of Rotterdam does not depart on the same day every day. In the weekend the ship sets sail at 20:00. During the week this is 20:30. These times are in Central European Time (Winter). To see if there are any delays the data is compared to the scheduled departure time.

As mentioned earlier, delays for departure are unwanted. More fuel is consumed because of the need to sail faster, to meet the arrival time. After comparing this data, from the month of November 2020 through February 2021, it was clear that additional delays occurred in early 2021. There are more delays in January 2021, than in November and December of 2020. January delays are also longer than in November and December of 2020. The average time of delays was 12 minutes in November 2020. In December 2020, it was 10 minutes. This got worse after Brexit. By January 2021 this had doubled to 20 minutes. See Attachment 10 through 13 for full details of the departure times.

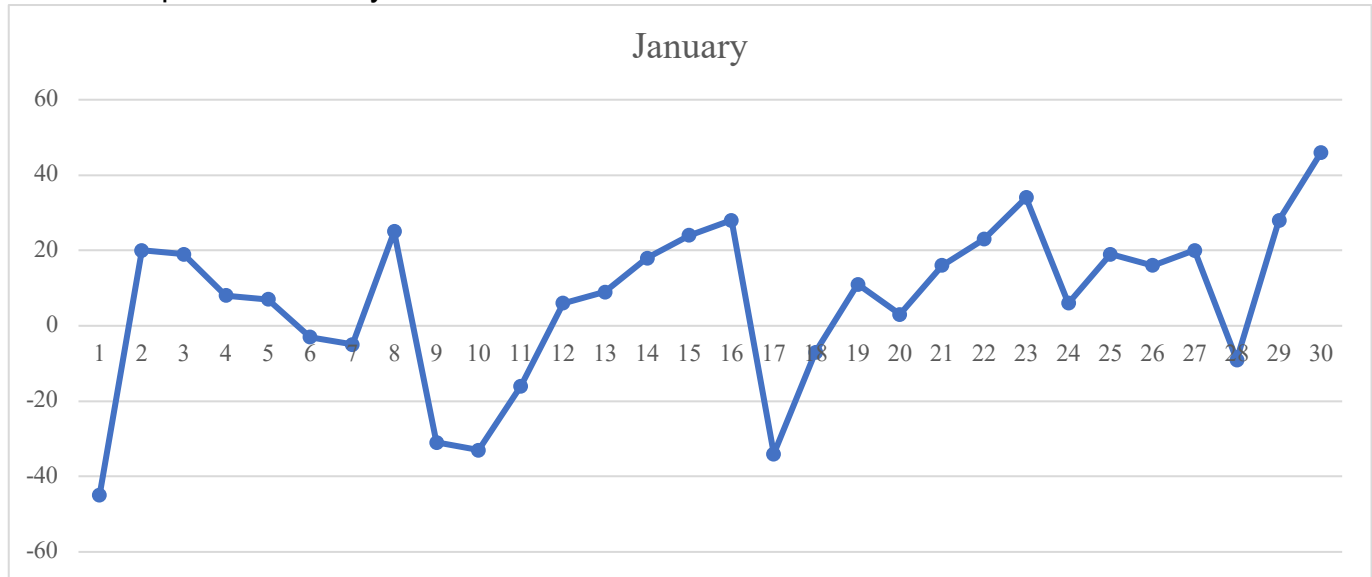


Graphic 3: Delays November 2020

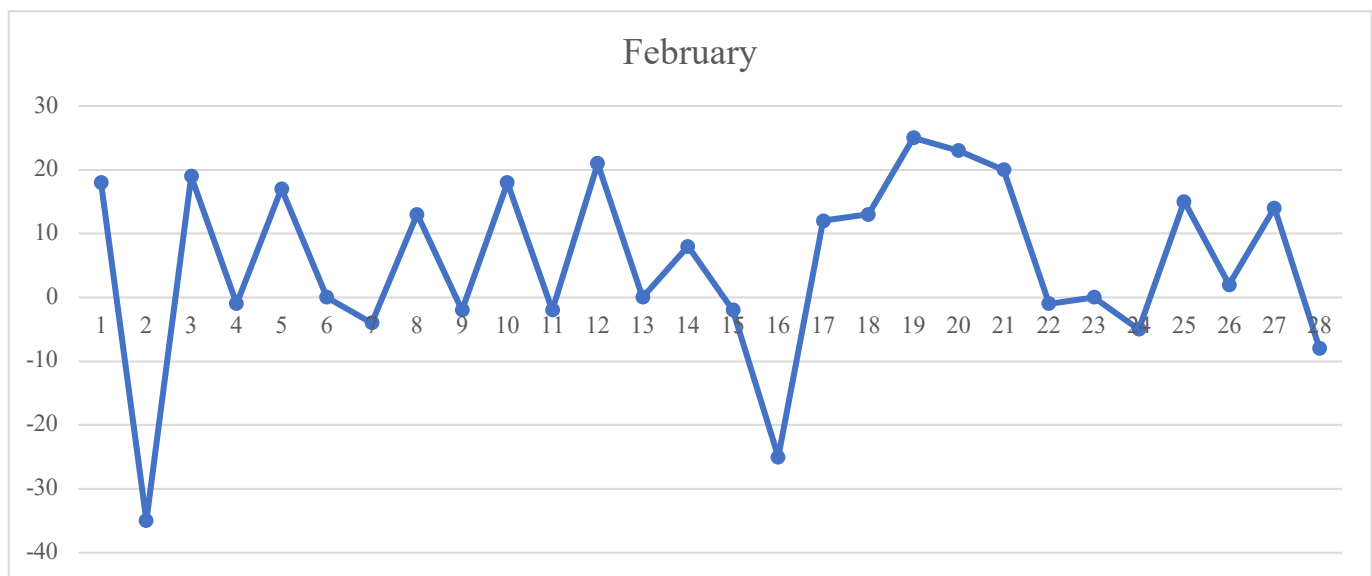


Graphic 4: Delays December 2020

The average of leaving too late did improve. In January, this was 20 minutes. In February 2021, this has improved. Namely 6 minutes.



Graphic 5: Delays January 2021



Graphic 6: Delays February 2021

#### 4.4.2 Costs of delays in fuel

As mentioned earlier, the Pride of Rotterdam needs to consume more fuel as the ship consumes later. This depends on the wind and the current. Based on many values that have come up in the past, an average could be calculated with this. This is 100\$ per minute of fuel that the ship departs later. So, if the ship leaves 20 minutes later it will cost the Pride of Rotterdam an extra 2000\$ in fuel (Jonkman, 2021).



#### 4.4.3 Traffic jams at the terminal in Hull

Because trucks sometimes wait so long to be approved by the terminal, they cause long traffic jams outside the terminals. These traffic jams run so far that sometimes the highway become completely congested. In the worst case, even the highway is jammed. The terminals are therefore called on average 3 times a week by the police to report that the roads are congested. See the red road in Figure 10. A sort of looping must be created to ensure that the other traffic is less inconvenienced by the trucks. All of this causes frustration for customers and other road traffic. There was a solution to this. The trucks could wait on a large parking lot. Only this piece of land has now been sold due to budget cuts. So far, no solution to the problem of these long traffic jams has been come up with by P&O Ferries or by Hull City Council. These traffic jams can cause trucks to arrive at the terminal later.



Figure 10: Traffic jam from the terminal to the highway



## 5. Discussion

Data has been obtained on departure times, fuel consumption the number of passengers and cargo. But the dates of departure times, cargo and passenger numbers have decreased in the period November 2020 to February 2021. This gives only a rough picture of the impact of Brexit on the Pride of Rotterdam, as some rules will be introduced later and/or become stricter in the coming year. In addition, there was a Covid-19 epidemic going on. This means that the number of cargo and persons were much lower than in previous years during the same period. Therefore, it was not possible to compare with previous years. There was also an entry ban between December 20 2020 and March 9 2021 for people who want to travel from England to the Netherlands. The number of passengers has therefore also decreased due to Covid-19.

For this research, there are several people interviewed from different professions to obtain this data. This data is based on their experiences and opinions with the Brexit. Thus, some statements may differ from reality. Nevertheless, these interviews may be considered reliable, as these people face this situation every day.

The Pride of Rotterdam was already carrying less passengers that came by car. This because of Covid-19. So, the number of passengers coming out of the survey is based on the number of passengers coming by truck and just a few passengers coming by car.

Furthermore, there was a research to see what it cost per minute to be late, carried out by P&O itself. This was 100\$ per minute by too late departure. This research could not be showed in this research, because this is confidential info. This price was not self-calculated, because the consumption was not comparable with ever-changing current and wind in sun short period. So, to calculate this, a much larger period was needed. For this, the research should have been much longer.

Eventually, all the data needed to answer the sub questions were found. From these sub questions, the main question could finally be answered. Conclusions and recommendations could also be drawn from this research.

## 6. Conclusion and recommendations

This research shows that there are multiple consequences for the employees, cargo and passengers of the Pride of Rotterdam due to Brexit. First, the sub questions are answered which lead to answering and substantiating the main question and some recommendations.

The first sub question aims to look at what has changed for goods and services after the Brexit. For goods, it is still waiting to see when the declarations have to be filled in by the mates. Up to now, this has been completed by the P&O Ferries freight office. As soon as this becomes the responsibility of the mate there will be a lot of extra work. It has not yet been decided whether this will ultimately be the task of the mate. In short, there is still much uncertainty about this is because it is still in a development phase.

For the crew there is a change that they now always must carry a passport and there is also a stricter control of the details of the passport. The crew is still allowed ashore in Hull and Europoort, but only if the Covid-19 measures allow it. Passengers also must always carry a passport. From 1 January 2022, stricter rules will apply and there will be extra checks in Europoort for passengers who want to travel to the UK. What these stricter requirements are is not yet known. According to the captain, the impact on the number of passengers and cargo is visible, despite of Covid-19. There is a decrease in the number of passengers and cargo in January 2021 compared to November 2020 and December 2020. This worsens the EEOI. Every year in January 2021, there are declines in cargo and passengers, but this year more than usual. The drop in cargo has to do with the fact that many companies started hoarding goods because they were afraid of the effects of the Brexit. In February 2021, these goods ran out and the companies had to start transporting goods again. This partly happened for the fact that in February 2021, the flow of goods increased again. Other companies have also started looking at alternative ways to transport their products. These companies are slowly coming back. This also explains why in February 2021, the number of cargo and passengers is slowly increasing again. The decrease in passengers is also because a lot of cargo is transported by trucks. Because fewer trucks were loaded, there were also fewer truck drivers on board. This partly explains the decrease in passengers.

The second sub question aims to look at the impact on deck officers due to Brexit. The first change is that the 2nd mate now spends more time loading the ship. This is because sometimes space must be kept free for category C cargoes. This means that loading must be temporarily halted. It also has to do with the fact that pluggers often cause problems. They arrive later and if the freight papers are not in order, which is now more often, then loading takes longer. Unloading also takes longer. This is because there are traffic jams at the terminal that continue all the way to the ship. The consequences of this are that the 2nd mate spends more time loading and unloading and thus has less time for regular maintenance.

Another consequence for the mate is that predicting drafts and stability is more difficult. The coxswains and foreman cannot tell what cargo is coming that day. This is because not everything gets through the terminal because the cargo papers are not in order. So, they can't start ballasting in time. The result of this is that the Pride of Rotterdam is not sailing with an ideal draught. As a result, more fuel is consumed.

The third sub questions aims to see what impact the Brexit has on the terminals in Europoort and Hull. The research shows that the terminals work with a check-in system which is too complicated. Also, the IT-systems are too old and the IT-system is not convenient in practice. The consequences are that there are large traffic jams at the terminal because customers do not understand the system. Often the customers do not have their paperwork in order because it is too complicated. In addition to traffic jams, frustrations arise among customers and terminal employees because the system is not (yet) running smoothly. P&O Ferries is aware of the IT problems.

Finally, from sub question four, what are the consequences of the changes in the terminals of Europoort and Hull? These problems at the terminals cause delays for the Pride of Rotterdam, because it takes longer to check in cargo and cargo papers are often not in order, the Pride of Rotterdam has to leave later. Every minute that the Pride of Rotterdam departs later, it costs P&O 100\$ per minute more in fuel. In addition to these delays at the Pride of Rotterdam, traffic jams also occur at the terminal in Hull. These in turn create traffic problems outside the terminal on the highway. These traffic jams in turn can cause trucks to arrive at the terminal even later. If these freight papers are not in order, then the Pride of Rotterdam will be delayed.

This research aims to answer the following main question:

*What are the consequences for the employees, cargo and passengers for the Pride of Rotterdam due to Brexit?*

This study shows that there are multiple impacts on employees, cargo and passengers. The mates are more busy loading and unloading and have less time for regular maintenance. Furthermore, less cargo and passengers were carried in early January 2021, compared to other years during the same period. This is expected to slowly increase again during the year, if the covid-19 pandemic also comes under control

Further, there will be stricter rules on goods and passengers this year and there will also be stricter controls in Hull and Europoort later this year and next. What the consequences of this will be is still unclear, but P&O wants to make sure that this will go as smoothly as possible. Ultimately, the problems in the terminal cause delays for the Pride of Rotterdam. To solve this problem, P&O is busy improving the IT-systems. This will hopefully reduce the traffic jams and so the delays.

Finally, recommendations are made from this study. First, P&O should come up with a better IT-system at the terminals that is easier for the customers and for its terminal staff. This will speed up cargo check-in and reduce the chance of delays. P&O must also make it clearer to customers what inspections/paperwork they need. In this way, less trucks will be stopped at the terminal, and the mates/foremen will know better what freight is coming in that day. Finally, the infrastructure at the terminals needs to be improved.

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## Attachment 1: IMO General Declaration (Fal form 1(C94))



### IMO General Declaration

<input checked="" type="checkbox"/> Arrival <input type="checkbox"/> Departure		Page number <input type="text"/>
1.1 Name and type of ship <input type="text"/> 1.2 IMO number <input type="text"/> 1.3 Call sign <input type="text"/>		2. Port of arrival/departure <input type="text"/> 3. Date of arrival/departure <input type="text"/>
4. Flag state of ship <input type="text"/>		5. Name of master <input type="text"/> 6. Last port of call/next port of call <input type="text"/>
7. Certificate of registry (port; date; number) <input type="text"/>		8. Name and contact detail's of ship's agent <input type="text"/>
9. Gross tonnage <input type="text"/>	10. Net tonnage <input type="text"/>	
11. Position of the ship in the port (berth or station) <input type="text"/>		
12. Brief particulars of voyage (previous and subsequent ports of call; underline where remaining cargo will be discharged) <input type="text"/>		
13. Brief description of the cargo <input type="text"/>		
14. Number of crew (including master) <input type="text"/>	15. Number of passengers <input type="text"/>	16. Remarks <input type="text"/>
Attached documents (indicate number of copies)		
17. Cargo declaration <input type="text"/>	18. Ship's stores declaration <input type="text"/>	
19. Crew list <input type="text"/>	20. Passenger list <input type="text"/>	21. The ship's requirements in terms of waste and residue reception facilities <input type="text"/>
22. Crew's effects declaration (*) <input type="text"/>	23. Maritime declaration of health(*) <input type="text"/>	
24. Date and signature by master, authorised agent or officer  <div style="display: flex; justify-content: space-between;"> <span>Signed _____</span> <span>Date     /     /</span> </div>		

For official use

IMO FAL  
Form 1  
C94

(\*) Only on arrival

HMRC 10/06

Attachment 2: Cargo declaration or manifest (IMO FAL form 2)

**CARGO DECLARATION**  
(IMO FAL Form 2)

		Arrival		Departure	Page Number
1.1 Name of ship	1.2 IMO number				
1.3 Voyage number	2. Port where report is made				
3. Flag State of ship	4. Name of master				
5. Port of loading/Port of discharge					
B/L No.	6. Marks and Numbers	7. Number and kind of packages; description of goods or, if available, the HS Code		8. Gross weight	9. Measurement
10. Date and signature by master, authorized agent or officer					

### IMO Ship's Stores Declaration

[illegible]

### IMO Crew's Effects Declaration

[illegible]

## Attachment 5: EEOI October 2020

Date	Fuel consumption						Distance	Units		EEOI* g/(unit*Nm)
	Main engines		Generators			Total		Freight	Pax	
01-10-2020	45,65 m³	39,51 t	14,70 m³	HFO	12,72 t	52,23 t	200 Nm	212	256	1.737,852
02-10-2020	36,60 m³	31,68 t	14,70 m³	HFO	12,72 t	44,40 t	200 Nm	200	172	1.858,471
03-10-2020	43,70 m³	37,82 t	14,70 m³	HFO	12,72 t	50,54 t	200 Nm	169	133	2.606,077
04-10-2020	37,55 m³	32,50 t	14,70 m³	HFO	12,72 t	45,22 t	200 Nm	162	161	2.180,043
05-10-2020	40,69 m³	35,21 t	14,70 m³	HFO	12,72 t	47,94 t	200 Nm	200	186	1.933,862
06-10-2020	49,87 m³	43,16 t	14,70 m³	HFO	12,72 t	55,88 t	200 Nm	177	187	2.390,621
07-10-2020	44,30 m³	38,34 t	14,70 m³	HFO	12,72 t	51,06 t	200 Nm	163	182	2.304,699
08-10-2020	48,45 m³	41,93 t	14,70 m³	HFO	12,72 t	54,65 t	200 Nm	196	192	2.193,426
09-10-2020	41,60 m³	36,00 t	14,70 m³	HFO	12,72 t	48,72 t	200 Nm	151	187	2.244,776
10-10-2020	42,48 m³	36,76 t	14,70 m³	HFO	12,72 t	49,49 t	200 Nm	125	140	2.907,901
11-10-2020	43,62 m³	37,75 t	14,70 m³	HFO	12,72 t	50,47 t	200 Nm	157	189	2.271,552
12-10-2020	47,47 m³	41,08 t	14,70 m³	HFO	12,72 t	53,80 t	200 Nm	167	195	2.314,481
13-10-2020	50,47 m³	43,68 t	14,70 m³	HFO	12,72 t	56,40 t	200 Nm	182	205	2.269,437
14-10-2020	44,30 m³	38,34 t	14,70 m³	HFO	12,72 t	51,06 t	200 Nm	165	192	2.227,230
15-10-2020	49,20 m³	42,58 t	14,70 m³	HFO	12,72 t	55,30 t	200 Nm	166	195	2.385,476
16-10-2020	38,30 m³	33,15 t	14,70 m³	HFO	12,72 t	45,87 t	200 Nm	193	114	2.326,585
17-10-2020	33,70 m³	29,17 t	14,70 m³	HFO	12,72 t	41,89 t	200 Nm	146	118	2.470,716
18-10-2020	44,30 m³	38,34 t	14,70 m³	HFO	12,72 t	51,06 t	200 Nm	171	188	2.214,822
19-10-2020	50,30 m³	43,53 t	14,70 m³	HFO	12,72 t	56,25 t	200 Nm	172	205	2.323,557
20-10-2020	39,92 m³	34,55 t	14,70 m³	HFO	12,72 t	47,27 t	200 Nm	177	182	2.050,400
21-10-2020	30,00 m³	25,96 t	14,70 m³	HFO	12,72 t	38,69 t	200 Nm	168	163	1.819,956
22-10-2020	44,88 m³	38,84 t	13,70 m³	HFO	11,86 t	50,70 t	200 Nm	206	206	1.916,168
23-10-2020	34,49 m³	29,85 t	13,70 m³	HFO	11,86 t	41,71 t	200 Nm	179	226	1.603,553
24-10-2020	38,00 m³	32,89 t	12,78 m³	HFO	11,06 t	43,95 t	200 Nm	159	105	2.592,210
25-10-2020	40,00 m³	34,62 t	11,29 m³	HFO	9,77 t	44,39 t	200 Nm	174	173	1.991,978
26-10-2020	51,00 m³	44,14 t	14,54 m³	HFO	12,58 t	56,72 t	200 Nm	178	190	2.400,159
27-10-2020	45,00 m³	38,94 t	10,88 m³	HFO	9,42 t	48,36 t	200 Nm	170	188	2.103,559
28-10-2020	50,00 m³	43,27 t	11,94 m³	HFO	10,33 t	53,61 t	200 Nm	193	179	2.243,932
29-10-2020	49,00 m³	42,41 t	13,21 m³	HFO	11,43 t	53,84 t	200 Nm	228	190	2.005,697
30-10-2020	39,00 m³	33,75 t	12,50 m³	HFO	10,82 t	44,57 t	200 Nm	203	170	1.860,715
31-10-2020	39,00 m³	33,75 t	11,88 m³	HFO	10,28 t	44,03 t	200 Nm	191	111	2.270,500
<b>Average</b>	<b>42,99 m³</b>	<b>37,21 t</b>	<b>14,04 m³</b>		<b>12,15 t</b>	<b>49,36 t</b>	<b>200 Nm</b>	<b>177</b>	<b>177</b>	<b>2.169,959</b>



## Attachment 6: EEOI November 2020

Date	Fuel consumption						Distance	Units		EEOI* g/(unit*Nm)
	Main engines		Generators			Total		Freight	Pax	
01-11-2020	35,00 m³	30,29 t	12,24 m³	HFO	10,59 t	40,88 t	200 Nm	194	217	1.548,993
02-11-2020	49,00 m³	42,41 t	9,10 m³	HFO	7,88 t	50,28 t	200 Nm	185	179	2.151,078
03-11-2020	43,00 m³	37,21 t	12,07 m³	HFO	10,45 t	47,66 t	200 Nm	164	198	2.050,161
04-11-2020	41,00 m³	35,48 t	10,36 m³	HFO	8,97 t	44,45 t	200 Nm	178	230	1.696,470
05-11-2020	42,00 m³	36,35 t	10,55 m³	HFO	9,13 t	45,48 t	200 Nm	199	157	1.989,317
06-11-2020	42,00 m³	36,35 t	8,70 m³	HFO	7,53 t	43,88 t	200 Nm	175	144	2.141,897
07-11-2020	36,00 m³	31,16 t	8,74 m³	HFO	7,56 t	38,72 t	200 Nm	136	114	2.411,778
08-11-2020	39,00 m³	33,75 t	9,61 m³	HFO	8,32 t	42,07 t	200 Nm	178	144	2.034,469
09-11-2020	50,00 m³	43,27 t	10,15 m³	HFO	8,78 t	52,06 t	200 Nm	174	154	2.471,401
10-11-2020	47,00 m³	40,68 t	8,27 m³	HFO	7,16 t	47,83 t	200 Nm	160	142	2.466,402
11-11-2020	42,00 m³	36,35 t	13,00 m³	HFO	11,25 t	47,60 t	200 Nm	191	167	2.070,432
12-11-2020	49,95 m³	43,23 t	13,00 m³	HFO	11,25 t	54,48 t	200 Nm	181	155	2.524,863
13-11-2020	37,37 m³	32,34 t	14,00 m³	HFO	12,12 t	44,46 t	200 Nm	195	116	2.226,028
14-11-2020	49,50 m³	42,84 t	14,00 m³	HFO	12,12 t	54,96 t	200 Nm	150	78	3.753,360
15-11-2020	39,44 m³	34,13 t	13,00 m³	HFO	11,25 t	45,38 t	200 Nm	149	165	2.250,683
16-11-2020	49,69 m³	43,00 t	13,00 m³	HFO	11,25 t	54,25 t	200 Nm	170	159	2.567,933
17-11-2020	39,00 m³	33,75 t	12,14 m³	HFO	10,51 t	44,26 t	200 Nm	162	134	2.328,361
18-11-2020	39,90 m³	34,53 t	13,00 m³	HFO	11,25 t	45,78 t	200 Nm	171	142	2.277,680
19-11-2020	44,00 m³	38,08 t	13,08 m³	HFO	11,32 t	49,40 t	200 Nm	196	165	2.130,876
20-11-2020	36,00 m³	31,16 t	12,92 m³	HFO	11,18 t	42,34 t	200 Nm	189	116	2.161,563
21-11-2020	37,00 m³	32,02 t	12,98 m³	HFO	11,23 t	43,25 t	200 Nm	118	86	3.301,775
22-11-2020	33,00 m³	28,56 t	12,51 m³	HFO	10,83 t	39,39 t	200 Nm	184	146	1.858,550
23-11-2020	46,00 m³	39,81 t	13,19 m³	HFO	11,42 t	51,23 t	200 Nm	174	176	2.279,091
24-11-2020	48,00 m³	41,54 t	12,68 m³	HFO	10,97 t	52,51 t	200 Nm	180	127	2.663,720
25-11-2020	48,00 m³	41,54 t	13,21 m³	HFO	11,43 t	52,97 t	200 Nm	188	165	2.336,840
26-11-2020	47,00 m³	40,68 t	12,07 m³	HFO	10,45 t	51,12 t	200 Nm	172	157	2.419,649
27-11-2020	44,00 m³	38,08 t	11,06 m³	HFO	9,57 t	47,65 t	200 Nm	190	126	2.348,175
28-11-2020	48,00 m³	41,54 t	11,36 m³	HFO	9,83 t	51,37 t	200 Nm	148	101	3.212,742
29-11-2020	43,00 m³	37,21 t	11,22 m³	HFO	9,71 t	46,92 t	200 Nm	183	141	2.255,256
30-11-2020	52,00 m³	45,00 t	12,59 m³	HFO	10,90 t	55,90 t	200 Nm	163	178	2.552,656
Average	43,23 m³	37,41 t	11,79 m³		10,21 t	47,62 t	200 Nm	173	149	2.299,008

## Attachment 7: EEOI December 2020

Date	Fuel consumption						Distance	Units		EEOI* g/(unit*Nm)
	Main engines		Generators			Total		Freight	Pax	
01-12-2020	46,00 m³	39,81 t	9,99 m³	HFO	8,65 t	48,46 t	200 Nm	170	159	2.293,485
02-12-2020	46,00 m³	39,81 t	10,24 m³	HFO	8,86 t	48,67 t	200 Nm	177	169	2.190,537
03-12-2020	46,00 m³	39,81 t	11,33 m³	HFO	9,81 t	49,62 t	200 Nm	163	175	2.285,844
04-12-2020	50,00 m³	43,27 t	10,56 m³	HFO	9,14 t	52,41 t	200 Nm	179	161	2.400,426
05-12-2020	37,00 m³	32,02 t	11,33 m³	HFO	9,81 t	41,83 t	200 Nm	211	141	1.850,357
06-12-2020	41,00 m³	35,48 t	11,04 m³	HFO	9,55 t	45,04 t	200 Nm	216	138	1.981,141
07-12-2020	53,00 m³	45,87 t	10,77 m³	HFO	9,32 t	55,19 t	200 Nm	171	182	2.434,575
08-12-2020	45,00 m³	38,94 t	12,18 m³	HFO	10,54 t	49,49 t	200 Nm	173	156	2.342,230
09-12-2020	50,00 m³	43,27 t	10,95 m³	HFO	9,48 t	52,75 t	200 Nm	187	188	2.190,402
10-12-2020	52,00 m³	45,00 t	11,66 m³	HFO	10,09 t	55,09 t	200 Nm	177	215	2.188,577
11-12-2020	41,00 m³	35,48 t	11,39 m³	HFO	9,86 t	45,34 t	200 Nm	200	185	1.833,872
12-12-2020	40,00 m³	34,62 t	8,87 m³	HFO	7,68 t	42,29 t	200 Nm	175	164	1.942,782
13-12-2020	38,00 m³	32,89 t	11,58 m³	HFO	10,02 t	42,91 t	200 Nm	170	195	1.830,607
14-12-2020	49,00 m³	42,41 t	12,73 m³	HFO	11,02 t	53,42 t	200 Nm	182	229	2.024,118
15-12-2020	36,00 m³	31,16 t	12,40 m³	HFO	10,73 t	41,89 t	200 Nm	192	226	1.560,452
16-12-2020	44,00 m³	38,08 t	12,58 m³	HFO	10,89 t	48,97 t	200 Nm	160	226	1.975,409
17-12-2020	38,00 m³	32,89 t	11,99 m³	HFO	10,38 t	43,26 t	200 Nm	194	264	1.470,954
18-12-2020	49,00 m³	42,41 t	12,06 m³	HFO	10,44 t	52,84 t	200 Nm	180	414	1.385,325
19-12-2020	34,00 m³	29,42 t	12,40 m³	HFO	10,73 t	40,16 t	200 Nm	205	185	1.603,374
20-12-2020	36,00 m³	31,16 t	11,88 m³	HFO	10,28 t	41,44 t	200 Nm	173	64	2.722,621
21-12-2020	44,00 m³	38,08 t	11,93 m³	HFO	10,32 t	48,40 t	200 Nm	141	114	2.955,875
22-12-2020	42,00 m³	36,35 t	12,35 m³	HFO	10,69 t	47,04 t	200 Nm	173	135	2.378,100
23-12-2020	46,00 m³	39,81 t	12,35 m³	HFO	10,69 t	50,50 t	200 Nm	130	77	3.798,848
24-12-2020			12,09 m³	HFO	10,46 t					
25-12-2020			11,03 m³	HFO	9,55 t					
26-12-2020			11,42 m³	HFO	9,88 t					
27-12-2020	42,00 m³	36,35 t	12,12 m³	HFO	10,49 t	46,84 t	200 Nm	151	85	3.090,489
28-12-2020	37,00 m³	32,02 t	11,95 m³	HFO	10,34 t	42,36 t	200 Nm	129	169	2.213,695
29-12-2020	46,00 m³	39,81 t	8,57 m³	HFO	7,42 t	47,23 t	200 Nm	161	169	2.228,545
30-12-2020	37,00 m³	32,02 t	11,39 m³	HFO	9,86 t	41,88 t	200 Nm	81	160	2.705,951
31-12-2020			11,56 m³	HFO	10,00 t					
Average	43,15 m³	37,34 t	11,44 m³		9,90 t	47,23 t	200 Nm	171	176	2.120,332

## Attachment 8: EEOI January 2021

	Fuel consumption						Distance	Units		EEOI* g/(unit*Nm)
Date	Main engines		Generators			Total		Freight	Pax	
01-01-2021			11,40 m³	HFO	9,87 t					
02-01-2021	43,00 m³	37,21 t	8,10 m³	HFO	7,01 t	44,22 t	200 Nm	63	123	3.702,451
03-01-2021	38,00 m³	32,89 t	9,13 m³	HFO	7,90 t	40,79 t	200 Nm	13	191	3.113,498
04-01-2021	46,00 m³	39,81 t	12,00 m³	HFO	10,39 t	50,20 t	200 Nm	32	78	7.105,860
05-01-2021	41,00 m³	35,48 t	11,87 m³	HFO	10,27 t	45,76 t	200 Nm	40	83	5.792,760
06-01-2021	37,00 m³	32,02 t	12,51 m³	HFO	10,83 t	42,85 t	200 Nm	91	145	2.827,237
07-01-2021	49,00 m³	42,41 t	11,95 m³	HFO	10,34 t	52,75 t	200 Nm	44	60	7.898,084
08-01-2021	40,00 m³	34,62 t	12,59 m³	HFO	10,90 t	45,51 t	200 Nm	89	144	3.041,786
09-01-2021	38,00 m³	32,89 t	12,93 m³	HFO	11,19 t	44,08 t	200 Nm	68	103	4.013,830
10-01-2021	44,00 m³	38,08 t	12,93 m³	HFO	11,19 t	49,27 t	200 Nm	70	114	4.169,699
11-01-2021	53,00 m³	45,87 t	12,04 m³	HFO	10,42 t	56,29 t	200 Nm	106	115	3.966,154
12-01-2021	51,00 m³	44,14 t	12,85 m³	HFO	11,12 t	55,26 t	200 Nm	125	133	3.335,205
13-01-2021	44,00 m³	38,08 t	11,77 m³	HFO	10,19 t	48,27 t	200 Nm	128	98	3.325,627
14-01-2021	49,00 m³	42,41 t	12,69 m³	HFO	10,98 t	53,39 t	200 Nm	118	126	3.407,268
15-01-2021	32,00 m³	27,69 t	12,00 m³	HFO	10,39 t	38,08 t	200 Nm	116	79	3.040,881
16-01-2021	35,00 m³	30,29 t	11,31 m³	HFO	9,79 t	40,08 t	200 Nm	54	58	5.572,347
17-01-2021	40,00 m³	34,62 t	11,51 m³	HFO	9,96 t	44,58 t	200 Nm	94	57	4.597,227
18-01-2021	47,00 m³	40,68 t	10,38 m³	HFO	8,98 t	49,66 t	200 Nm	76	81	4.925,408
19-01-2021	45,00 m³	38,94 t	11,30 m³	HFO	9,78 t	48,72 t	200 Nm	132	83	3.528,997
20-01-2021	47,00 m³	40,68 t	11,35 m³	HFO	9,82 t	50,50 t	200 Nm	121	158	2.818,500
21-01-2021	52,00 m³	45,00 t	11,33 m³	HFO	9,81 t	54,81 t	200 Nm	209	86	2.893,136
22-01-2021	35,00 m³	30,29 t	12,65 m³	HFO	10,95 t	41,24 t	200 Nm	98	84	3.528,360
23-01-2021	36,00 m³	31,16 t	11,35 m³	HFO	9,82 t	40,98 t	200 Nm	96	53	4.282,675
24-01-2021	36,00 m³	31,16 t	11,02 m³	HFO	9,54 t	40,69 t	200 Nm	67	50	5.415,993
25-01-2021	51,00 m³	44,14 t	10,92 m³	HFO	9,45 t	53,59 t	200 Nm	134	96	3.628,144
26-01-2021	45,00 m³	38,94 t	11,17 m³	HFO	9,67 t	48,61 t	200 Nm	104	82	4.069,798
27-01-2021	36,00 m³	31,16 t	12,07 m³	HFO	10,45 t	41,60 t	200 Nm	138	125	2.463,200
28-01-2021	46,00 m³	39,81 t	11,45 m³	HFO	9,91 t	49,72 t	200 Nm	136	108	3.173,084
29-01-2021	37,00 m³	32,02 t	11,33 m³	HFO	9,81 t	41,83 t	200 Nm	153	81	2.783,443
30-01-2021	40,00 m³	34,62 t	10,69 m³	HFO	9,25 t	43,87 t	200 Nm	113	24	4.986,354
31-01-2021	32,00 m³	27,69 t	11,79 m³	HFO	10,20 t	37,90 t	200 Nm	142	97	2.469,212
Average	42.17 m³	36.49 t	11.56 m³		10.01 t	46.50 t	200 Nm	99	97	3.691,429

## Attachment 9: EEOI February 2021

Date	Fuel consumption						Distance	Units		EEOI* g/(unit*Nm)
	Main engines		Generators			Total		Freight	Pax	
01-02-2021	42,00 m³	36,35 t	11,14 m³	HFO	9,64 t	45,99 t	200 Nm	105	93	3.616,910
02-02-2021	48,00 m³	41,54 t	12,58 m³	HFO	10,89 t	52,43 t	200 Nm	162	162	2.519,797
03-02-2021	38,00 m³	32,89 t	12,31 m³	HFO	10,65 t	43,54 t	200 Nm	162	161	2.099,100
04-02-2021	45,00 m³	38,94 t	12,53 m³	HFO	10,84 t	49,79 t	200 Nm	184	108	2.655,173
05-02-2021	36,00 m³	31,16 t	13,32 m³	HFO	11,53 t	42,68 t	200 Nm	139	108	2.690,961
06-02-2021			10,41 m³	HFO	9,01 t					
07-02-2021	47,00 m³	40,68 t	12,14 m³	HFO	10,51 t	51,18 t	200 Nm	131	101	3.435,379
08-02-2021	51,00 m³	44,14 t	12,69 m³	HFO	10,98 t	55,12 t	200 Nm	169	104	3.144,054
09-02-2021	38,00 m³	32,89 t	13,03 m³	HFO	11,28 t	44,16 t	200 Nm	152	124	2.491,712
10-02-2021	47,00 m³	40,68 t	13,06 m³	HFO	11,30 t	51,98 t	200 Nm	137	129	3.042,882
11-02-2021	30,00 m³	25,96 t	12,59 m³	HFO	10,90 t	36,86 t	200 Nm	183	134	1.810,630
12-02-2021	50,00 m³	43,27 t	13,14 m³	HFO	11,37 t	54,64 t	200 Nm	186	124	2.744,886
13-02-2021			9,45 m³	HFO	8,18 t					
14-02-2021	39,00 m³	33,75 t	12,97 m³	HFO	11,22 t	44,98 t	200 Nm	173	103	2.537,611
15-02-2021	47,00 m³	40,68 t	12,18 m³	HFO	10,54 t	51,22 t	200 Nm	172	134	2.606,363
16-02-2021	45,00 m³	38,94 t	12,32 m³	HFO	10,66 t	49,61 t	200 Nm	169	119	2.682,224
17-02-2021	43,00 m³	37,21 t	11,86 m³	HFO	10,26 t	47,48 t	200 Nm	169	171	2.174,494
18-02-2021	42,00 m³	36,35 t	12,09 m³	HFO	10,46 t	46,81 t	200 Nm	228	82	2.351,455
19-02-2021	40,00 m³	34,62 t	11,76 m³	HFO	10,18 t	44,80 t	200 Nm	166	125	2.397,081
20-02-2021	31,00 m³	26,83 t	11,56 m³	HFO	10,00 t	36,83 t	200 Nm	87	60	3.901,806
21-02-2021	36,00 m³	31,16 t	11,88 m³	HFO	10,28 t	41,44 t	200 Nm	130	97	2.842,560
22-02-2021	44,00 m³	38,08 t	12,11 m³	HFO	10,48 t	48,56 t	200 Nm	173	106	2.710,300
23-02-2021	53,00 m³	45,87 t	11,97 m³	HFO	10,36 t	56,23 t	200 Nm	155	137	2.998,551
24-02-2021	42,00 m³	36,35 t	11,89 m³	HFO	10,29 t	46,64 t	200 Nm	164	130	2.470,257
25-02-2021	44,00 m³	38,08 t	12,02 m³	HFO	10,40 t	48,48 t	200 Nm	167	160	2.308,749
26-02-2021	36,00 m³	31,16 t	11,10 m³	HFO	9,61 t	40,76 t	200 Nm	158	103	2.431,990
27-02-2021	37,00 m³	32,02 t	12,09 m³	HFO	10,46 t	42,48 t	200 Nm	150	40	3.481,936
28-02-2021	33,00 m³	28,56 t	11,56 m³	HFO	10,00 t	38,56 t	200 Nm	194	101	2.035,657
<b>Average</b>	<b>41,69 m³</b>	<b>36,08 t</b>	<b>12,06 m³</b>		<b>10,44 t</b>	<b>46,66 t</b>	<b>200 Nm</b>	<b>160</b>	<b>116</b>	<b>2.630,937</b>

## Attachment 10: Times departure November 2020

Date	Weekday/weekend	Europoort/Hull	Scheduled departure	Actual departure	Too early/late departure
01-11-2020	Weekday	Europoort	20:30:00	20:00:00	00:30:00
02-11-2020	Weekday	Hull	20:30:00	20:05:00	00:25:00
03-11-2020	Weekday	Europoort	20:30:00	20:20:00	00:10:00
04-11-2020	Weekday	Hull	20:30:00	19:55:00	00:35:00
05-11-2020	Weekday	Europoort	20:30:00	20:12:00	00:18:00
06-11-2020	Weekday	Hull	20:30:00	20:04:00	00:26:00
07-11-2020	Weekend	Europoort	20:00:00	19:35:00	00:25:00
08-11-2020	Weekend	Hull	20:00:00	19:43:00	00:17:00
09-11-2020	Weekday	Europoort	20:30:00	20:34:00	-00:04:00
10-11-2020	Weekday	Hull	20:30:00	20:05:00	00:25:00
11-11-2020	Weekday	Europoort	20:30:00	20:18:00	00:12:00
12-11-2020	Weekday	Hull	20:30:00	20:00:00	00:30:00
13-11-2020	Weekday	Europoort	20:30:00	20:17:00	00:13:00
14-11-2020	Weekend	Hull	20:00:00	20:09:00	-00:09:00
15-11-2020	Weekend	Europoort	20:00:00	19:37:00	00:23:00
16-11-2020	Weekday	Hull	20:30:00	20:06:00	00:24:00
17-11-2020	Weekday	Europoort	20:30:00	20:18:00	00:12:00
18-11-2020	Weekday	Hull	20:30:00	20:10:00	00:20:00
19-11-2020	Weekday	Europoort	20:30:00	20:14:00	00:16:00
20-11-2020	Weekday	Hull	20:30:00	20:04:00	00:26:00
21-11-2020	Weekend	Europoort	20:00:00	19:36:00	00:24:00
22-11-2020	Weekend	Hull	20:00:00	19:37:00	00:23:00
23-11-2020	Weekday	Europoort	20:30:00	20:24:00	00:06:00
24-11-2020	Weekday	Hull	20:30:00	20:15:00	00:15:00
25-11-2020	Weekday	Europoort	20:30:00	20:25:00	00:05:00
26-11-2020	Weekday	Hull	20:30:00	20:07:00	00:23:00
27-11-2020	Weekday	Europoort	20:30:00	20:21:00	00:09:00
28-11-2020	Weekend	Hull	20:00:00	20:15:00	-00:15:00
29-11-2020	Weekend	Europoort	20:00:00	20:21:00	-00:21:00
30-11-2020	Weekday	Hull	20:30:00	20:12:00	00:18:00
				Average	00:15:22
				Average too late	-00:12:15
				Total delays	4



## Attachment 11: Times departure December 2020

Date	Weekday/weekend	Europoort/Hull	Scheduled departure	Actual departure	Too early/late departure
01-12-2020	Weekday	Europoort	20:30:00	20:00:00	00:30:00
02-12-2020	Weekday	Hull	20:30:00	20:05:00	00:25:00
03-12-2020	Weekday	Europoort	20:30:00	20:20:00	00:10:00
04-12-2020	Weekday	Hull	20:30:00	19:55:00	00:35:00
05-12-2020	Weekend	Europoort	20:00:00	20:12:00	-00:12:00
06-12-2020	Weekend	Hull	20:00:00	20:04:00	-00:04:00
07-12-2020	Weekday	Europoort	20:30:00	19:35:00	00:55:00
08-12-2020	Weekday	Hull	20:30:00	19:43:00	00:47:00
09-12-2020	Weekday	Europoort	20:30:00	20:34:00	-00:04:00
10-12-2020	Weekday	Hull	20:30:00	20:05:00	00:25:00
11-12-2020	Weekday	Europoort	20:30:00	20:18:00	00:12:00
12-12-2020	Weekend	Hull	20:00:00	20:00:00	00:00:00
13-12-2020	Weekend	Europoort	20:00:00	20:17:00	-00:17:00
14-12-2020	Weekday	Hull	20:30:00	20:09:00	00:21:00
15-12-2020	Weekday	Europoort	20:30:00	19:37:00	00:53:00
16-12-2020	Weekday	Hull	20:30:00	20:06:00	00:24:00
17-12-2020	Weekday	Europoort	20:30:00	20:18:00	00:12:00
18-12-2020	Weekday	Hull	20:30:00	20:10:00	00:20:00
19-12-2020	Weekend	Europoort	20:00:00	20:14:00	-00:14:00
20-12-2020	Weekend	Hull	20:00:00	20:04:00	-00:04:00
21-12-2020	Weekday	Europoort	20:30:00	19:36:00	00:54:00
22-12-2020	Weekday	Hull	20:30:00	19:37:00	00:53:00
23-12-2020	Weekday	Europoort	20:30:00	20:24:00	00:06:00
24-12-2020	Weekday		20:30:00	20:15:00	00:15:00
25-12-2020	Weekday		20:30:00	20:25:00	00:05:00
26-12-2020	Weekend		20:00:00	20:07:00	-00:07:00
27-12-2020	Weekend	Hull	20:00:00	20:21:00	-00:21:00
28-12-2020	Weekday	Europoort	20:30:00	20:15:00	00:15:00
29-12-2020	Weekday	Hull	20:30:00	20:21:00	00:09:00
30-12-2020	Weekday	Europoort	20:30:00	20:12:00	00:18:00
31-12-2020	Weekday				
				Average	00:15:22
				Average too late	-00:10:23
				Total delays	8

## Attachment 12: Times departure January 2021

Date	Weekday/weekend	Europoort/Hull	Scheduled departure	Actual departure	Too early/late departure	
01-01-2021	Weekday					
02-01-2021	Weekend	Hull	20:00:00	20:45:00	-00:45:00	
03-01-2021	Weekend	Europoort	20:00:00	19:40:00	00:20:00	
04-01-2021	Weekday	Hull	20:30:00	20:11:00	00:19:00	
05-01-2021	Weekday	Europoort	20:30:00	20:22:00	00:08:00	
06-01-2021	Weekday	Hull	20:30:00	20:23:00	00:07:00	
07-01-2021	Weekday	Europoort	20:30:00	20:33:00	-00:03:00	
08-01-2021	Weekday	Hull	20:30:00	20:35:00	-00:05:00	
09-01-2021	Weekend	Europoort	20:00:00	19:35:00	00:25:00	
10-01-2021	Weekend	Hull	20:00:00	20:31:00	-00:31:00	
11-01-2021	Weekday	Europoort	20:30:00	21:03:00	-00:33:00	
12-01-2021	Weekday	Hull	20:30:00	20:46:00	-00:16:00	
13-01-2021	Weekday	Europoort	20:30:00	20:24:00	00:06:00	
14-01-2021	Weekday	Hull	20:30:00	20:21:00	00:09:00	
15-01-2021	Weekday	Europoort	20:30:00	20:12:00	00:18:00	
16-01-2021	Weekend	Hull	20:00:00	19:36:00	00:24:00	
17-01-2021	Weekend	Europoort	20:00:00	19:32:00	00:28:00	
18-01-2021	Weekday	Hull	20:30:00	21:04:00	-00:34:00	
19-01-2021	Weekday	Europoort	20:30:00	20:37:00	-00:07:00	
20-01-2021	Weekday	Hull	20:30:00	20:19:00	00:11:00	
21-01-2021	Weekday	Europoort	20:30:00	20:27:00	00:03:00	
22-01-2021	Weekday	Hull	20:30:00	20:14:00	00:16:00	
23-01-2021	Weekend	Europoort	20:00:00	19:37:00	00:23:00	
24-01-2021	Weekend	Hull	20:00:00	19:26:00	00:34:00	
25-01-2021	Weekday	Europoort	20:30:00	20:24:00	00:06:00	
26-01-2021	Weekday	Hull	20:30:00	20:11:00	00:19:00	
27-01-2021	Weekday	Europoort	20:30:00	20:14:00	00:16:00	
28-01-2021	Weekday	Hull	20:30:00	20:10:00	00:20:00	
29-01-2021	Weekday	Europoort	20:30:00	20:39:00	-00:09:00	
30-01-2021	Weekend	Hull	20:00:00	19:32:00	00:28:00	
31-01-2021	Weekend	Europoort	20:00:00	19:14:00	00:46:00	
				Average	00:06:46	
				Average too late	-00:20:20	
				Total delays	9	

## Attachment 13: Times departure February 2021

Date	Weekday/weekend	Europoort/Hull	Scheduled departure	Actual departure	Too early/late departure
01-02-2021	Weekday	Hull	20:30:00	20:12:00	00:18:00
02-02-2021	Weekday	Europoort	20:30:00	21:05:00	-00:35:00
03-02-2021	Weekday	Hull	20:30:00	20:11:00	00:19:00
04-02-2021	Weekday	Europoort	20:30:00	20:31:00	-00:01:00
05-02-2021	Weekday	Hull	20:30:00	20:13:00	00:17:00
06-02-2021	Weekend				00:00:00
07-02-2021	Weekend	Europoort	20:00:00	20:04:00	-00:04:00
08-02-2021	Weekday	Hull	20:30:00	20:17:00	00:13:00
09-02-2021	Weekday	Europoort	20:30:00	20:32:00	-00:02:00
10-02-2021	Weekday	Hull	20:30:00	20:12:00	00:18:00
11-02-2021	Weekday	Europoort	20:30:00	20:32:00	-00:02:00
12-02-2021	Weekday	Hull	20:30:00	20:09:00	00:21:00
13-02-2021	Weekend				00:00:00
14-02-2021	Weekend	Europoort	20:00:00	19:52:00	00:08:00
15-02-2021	Weekday	Hull	20:30:00	20:32:00	-00:02:00
16-02-2021	Weekday	Europoort	20:30:00	20:55:00	-00:25:00
17-02-2021	Weekday	Hull	20:30:00	20:18:00	00:12:00
18-02-2021	Weekday	Europoort	20:30:00	20:17:00	00:13:00
19-02-2021	Weekday	Hull	20:30:00	20:05:00	00:25:00
20-02-2021	Weekend	Europoort	20:00:00	19:37:00	00:23:00
21-02-2021	Weekend	Hull	20:00:00	19:40:00	00:20:00
22-02-2021	Weekday	Europoort	20:30:00	20:31:00	-00:01:00
23-02-2021	Weekday	Hull	20:30:00	20:30:00	00:00:00
24-02-2021	Weekday	Europoort	20:30:00	20:35:00	-00:05:00
25-02-2021	Weekday	Hull	20:30:00	20:15:00	00:15:00
26-02-2021	Weekday	Europoort	20:30:00	20:28:00	00:02:00
27-02-2021	Weekend	Hull	20:00:00	19:46:00	00:14:00
28-02-2021	Weekend	Europoort	20:00:00	20:08:00	-00:08:00
				Average	00:05:28
				Average too late	00:05:28
				Total delays	9

## Attachment 14: Interview Phil Bainton, 9 March 2021

### Opening Questions

- What is your position in the company?  
*Foreman in Hull*
- For how long do you hold this position?  
*10 years*
- Has your workload increased because of Brexit?  
*Yes*
- Are you experiencing more positive or more negative effects because of Brexit?  
*Negative*

### Key Questions

- What are the first problems that were quickly well-known after Brexit?  
*We will say we've got a lot of issues with the way things are booked before used to come straight through when we were in Europe, we used to come straight, so we didn't have to check anything. And now a lot of anything that's loaded has to be put in separate systems with lots of different load lines. You cannot just put group which whereas before this whole group, which and it used to be just one more line, now they've got to list everything that's in the trailer. So if it's several different drop's destinations, they've got to put every destination in and it's got to match on our computer system exactly what he said in the customs paperwork. And if it doesn't match, it's not coming out. He's got to go out and be rebooked. So it's either the booking has been failed by the customer not booking it correctly or the paperwork is different to the booking.*
- Before the Brexit, the Second Mate knew how much cargo was coming so they could prepare their stability for this. Now, the Second Mate no longer know exactly how much cargo is going to be on board which means that a not most optimal stability can be achieved at departure. How is it possible that you no longer know how much cargo will be on board before departure?  
*No right, normally I could tell exactly what was coming and if there were any particulars. Now I don't know what kind and how many of cargo I'm going to get until a few minutes beforehand because I don't know if it's going to come through the terminal or not. This is obviously very frustrating because you like to make a plan on how you want your cargo to be. This very often causes problems because sometimes we are not sure where the load may go. Then we have to temporarily stop the loading and discuss it with the Port Duty Manager or the 2nd Mate*
- Do you also experience problems with trucks from Europoort?  
*Yes, we do have those every day. It's not that many. Out of 100 there are often 3 among them that don't have the right papers, but they are usually gone within an hour.*
- Are there specifically certain goods that are stopped at the terminal?  
*Yes, with meat products. These trucks very often do not have the right papers with them which in turn causes long queues at the terminal. And this is very frustrating when there is still a very long line at the terminal and it is already almost 8 o'clock. Sometimes they don't have the right inspections then and they don't do extra inspections on the weekend. So then those trailers might be parked for an extra 3 days.*

- Has anything changed regarding dangerous cargo after Brexit?  
*The only thing that has changed is that we don't know if the cargo passes through the terminal. But this is the case with all cargoes so that is not very special. Other than that nothing has changed.*
- Has anything changed for the passengers?  
*The only thing I was told that has changed is that now you have to carry a passport. Other than that, we didn't have many through Covid-19 and the truck drivers usually always carried passports.*



## Attachment 15: Interview Lisa van Delft, 7 March 2021

### Opening Questions

- What is your position in the company?  
*Port Duty Manager in Hull for P&O Ferries*
- For how long do you hold this position?  
*11 years*
- Has your workload increased because of Brexit?  
*Yes*
- Are you experiencing more positive or more negative effects because of Brexit?  
*Negative*

### Key Questions

- What are the biggest problems in importing/exporting goods after Brexit?  
*With importing, we don't have the free flow of traffic, but it's a small example of what will be like in July. So maybe 20 or 30 trucks are stopped in the morning and they have to clear that paperwork with the customs and the rest can just drive out of the gate. But in July, we know that everybody will be stopped. For export, we can't check people in fast enough because there are three different screens, three different systems that we need to use to check in a driver.*
- Which systems do you use?  
*So we use the company system, which is called PHS. We have a P&O portal that we have to check. And we have a custom system called Destin 8. And before that, there was just one system. Because the system is so old and cannot work well with the 2 new systems, the current PHS sometimes crashes and has to be restarted. This means that also the customs can no longer continue. They are also on our PHS system. This can sometimes cause another 20 minutes delay. This is very annoying when this happens with the last trucks of the day, because the Pride of Rotterdam has to leave 20 minutes later because they are waiting for these few trucks.*
- What consequences does this have?  
*You have more delays and a longer check-in time. Also more mental pressure on the staff and complaints from the customer.*
- How long, on average, are lorries standing still at the terminal now, and how long was this before the Brexit?  
*Before Brexit this was just 60 seconds. After Brexit 6 to 7 minutes. And that is the time when everything goes well. So the driver has the right paperwork etc. Otherwise, this can easily take 20 minutes per cargo when due to our complex system.*

- What are the causes of these delays?  
*The system for the customers is to be complicated. Also the system that we use at the Terminal is to old and complicated. It's not compatible with everyday custom systems.*
- Why is it too complicated?  
*So as the shipper we have to announce that this truck has arrived at the port and then the customs will produce a document for them. It depends on the goods and the way there travelling. So then that's an email to the Customs to announce this truck has arrived. You have to spin the driver out of the gate and he has to go and find somewhere to park amongst all of the traffic. And then you have to wait for customs to email the documents back to you so that you can put them into another system and then clear him and then check him back in.*
- Are there solutions to solve these problems?  
*I think that we need a better system the is less complicated for the staff and the customers, to increase the flow of the traffic.*
- What are the major changes when it comes to cargo/freight paperwork due to Brexit?  
*Before Brexit you just needed there passport and sometimes some cargo papers. After Brexit you will need sometimes 6 different cargo paperwork's per cargo. So if a truck has 8 different loads, you have a lot of paperwork. And yes, that is a lot of information. And in that paperwork, some things are typed in by hand. If one number or letter is wrong in that, then the whole load may wait for a day because we can't access the right data in our system.*
- Do you receive complaints where Brexit is partly to blame?  
*Yes, often because customers don't understand the system. Sometimes also because the system crashes at our terminal because it gets too much information. The system is more than 20 years old. It's not up to dealing with Brexit.*
- What major changes are there for passengers now because of Brexit?  
*The only change really is that we've been told that there need to have at least six months on the passport, a valid period. And before you could just travel, if your passport was indexed for your arrival back into the Netherlands, or for your departure from the Netherlands, that was fine. Now they ask for six months. However, people are now more often turned away for not carrying enough money and not having a work visa. We then suspect that they are coming to work and are then refused. Before Brexit this was not an issue.*
- Are you experiencing more or less traffic jams at the port/terminals now?  
*Yes indeed. On average, the police call 3 times a week because trucks sometimes block the roads and even the highway. We then have to create a kind of looping. This not only leads to more frustrations for customers and truck drivers, but also for other road users.*
- Is there no solution to this?  
*There was one at first yes. We could store the trucks in the parking lot where the empty terminal still stands today. But the piece of land we need for that has just been sold to save costs. So we now have to come up with another plan. Unfortunately, there isn't one yet and July is getting closer and closer.*
- Do you experience many problems with trucks coming from Europoort?  
*From Hull to Europoort is the worst. Because the EU immediately set stricter requirements and we will only come up with really strict requirements in July. Then we also have to check*

*everything that comes from Europoort and then the whole flow will decrease, which is already so bad.*

- In the first month of 2021, freight decreased by almost 305. How do you explain this?  
*Many customers were afraid of Brexit. There was panic that without a Brexit deal it would become very difficult to import and export goods anymore. Customers therefore started storing extra goods in the year 2020 in order to prepare for the Brexit. It was also laborious at the terminals. We were already happy if we had checked 25 trucks at the end of the day. Now we have to do more than 100 a day, so we have really improved in terms of level.*
- Do you think the number of goods will pick up?  
*Yes, it almost has to be. The customers' stock runs out after a while. Our customers do have to eventually get on board with the system if they want to import and export again.*
- In Europoort they have the most problems with goods that contain meat products, because they have not been properly inspected or do not have the right papers. Which goods do you have the most problems with?  
*In the EU, there is meat inspection. Here the problems are much less bad because they are not there yet. I suspect in July this will be worse. What now after Brexit is happening at the terminals in Hull is just the beginning of what is to come in Hull. This is because the government still has a loose rein when it comes to controlling goods. Europoort is therefore a good example of what it could look like in Hull*
- Can P&O do more to protect against the Brexit?  
*The system needs to work better but improving will costs money. Also, if our system can communicate with Portbase in the future, everything will go much more smoothly. They won't have to enter and check everything again in Europoort.*
- The foreman can no longer tell the mate how much cargo is coming exactly that day. Thus, the mate is less able to prepare for stability. How can this be?  
*This is because we don't know if a load has the right documents or not. Often 20 loads out of 100 drop out because they don't have the right papers with them. Also, customers may not respond in time to the confirmation we send when the cargo arrives at our facility. Even then, the cargo may not pass through the terminal immediately.*
- Do you think the situation will improve?  
*I find this difficult to say. We do notice that we are getting more familiar with the system. But on the other hand, it will also become much more difficult for us in April and July. The government has said that you still have to get used to the changes, and that we will be just as flexible in checking goods. But soon everything that enters The UK must be checked. We are all very much not looking forward to this because we know that January will repeat itself. So there is no real improvement yet.*

## Attachment 16: Interview Paul Vos, 20 February 2021

### Opening Questions

- What is your position within the company?  
*I am Port Duty Manager in Europoort.*
- How long have you held this position?  
*10 years*
- Did you get more workload because of Brexit?  
*Yes*
- Are you actually experiencing more positive or more negative effects due to Brexit?  
*Negative*

### Key questions

- How long are the trucks stopped at the terminal now?  
*The trucks now stand still for about 5 to 7 min if everything is in order. This was less than 30 seconds before the Brexit. After this they go through to customs. This was not necessary before either. Here they stand still for another 5 to 7 min if everything is in order.*
- How does this happen?  
*This is because the terminal now has to process multiple pieces of data. Truck drivers now have to issue an additional export declaration for all the goods they have on board.*
- What else has changed in terms of data retrieval from drivers?  
*In the old days, only the license plate and freight proof were good enough. Now a lot more has to be checked which takes a lot more time. For example, the booking number and the unit number are now necessary.*
- How do you process this data of these goods?  
*This is now done through Portbase. You can see this as a collection point of information. Customs and the military police can also access this, for example.*
- Are you noticing that things are smoother than they were at the start of the Brexit?  
*Yes, we notice this. In the beginning we had one screen and we had to get used to all the new paperwork. Actually, we still have 1 screen too few, which means we often have to switch from Portbase to the terminal cameras. This is to check the license plate numbers. We have also noticed that in the beginning the companies found it difficult to understand the new inspection certificates etc. We are now noticing that little by little that companies are learning to understand it. In the autumn of 2021 all companies will understand what these new rules of the Brexit are.*

- What happens if the freight and other papers are not in order?  
*It depends on the situation. We experience almost no problems with trucks that want to go from the EU to the UK. If there are problems then these trucks are not allowed through. Then they have to call their boss and ask for new or additional paperwork. This sometimes takes them more than a week. We experience more problems with trucks coming from Hull (The UK). The trucks often do not have the right papers. Often the companies do not manage to get the right papers in time and they have to leave their trailer behind. Only then are they allowed to enter the EU.*
- Why is this that there are more problems from trucks from Hull?  
*This is because previously these truck drivers only had to carry their passport and cargo information. Now they must also carry an 'export declaration'. They also have to be able to prove that their goods have been inspected for EU requirements. Where this goes wrong 9 out of 10 times is with trucks with meat and dairy products. We currently have more than 20 trucks at the terminal whose drivers do not have the necessary paperwork with them. These trucks are not allowed to enter the EU until they have the proper paperwork.*
- So what happens to these trucks?  
*These trucks are allowed here for about one week. After that they have to leave their trailer behind and are allowed to enter the EU without a trailer or back to The UK with their trailer. This is just as well because otherwise the terminal will be too crowded with these types of trucks. In fact, this spot is meant for trucks that want to board the POR. Fortunately, we have not yet noticed that we are short of space, but this could just change any moment.*
- Will freight increase again do you think?  
*Yes, once the customers get the hang of the trick this will improve. We are already noticing that things are a lot better than they were at the beginning of January.*
- Are you now noticing fewer trucks coming through the terminal after the Brexit?  
*In the beginning, we saw no change. After a few weeks of truck drivers having problems, due to the amount of paperwork, we saw that the trucks decreased greatly. Probably because they were having so many problems with transportation with us that they were going to trouble it somewhere else. We now notice that these trucks have come back. They have probably figured out that the rules are the same everywhere.*

## Attachment 17: Alfred Jonkman, 27 March 2021

### Opening questions

- What is your position within the company?  
*Captain with P&O Ferries on the Pride of Rotterdam*
- How long have you held this position?  
*Since 2012*
- Did you get more workload because of Brexit?  
*Yes. You have more administrative duties.*
- Are you actually experiencing more positive or more negative effects due to Brexit?  
*More negative.*

### Key questions

- What major changes are you experiencing as a captain now after the Brexit?  
*Well for example the waste stream. This is what is being looked at the moment. Everything we send ashore now especially food waste. That is being looked at differently now. There will soon be more rules for that. So this also means more paperwork. This has consequences for the mates, but especially for me as captain. This in turn increases the workload.*
- So what will change for this waste stream?  
*We have a fixed route. So we got a 'Waste Exemption' for this. Because we had this certificate, we do not have to fill in a 'Waste Declaration' every time we deliver our waste in Hull or Europoort.*
- What was this situation like before the Brexit with cargo paperwork?  
*Not much has changed for the steersmen. It did for the check-in procedure for the trucks at the terminal. We are going back a bit to the old days. All ways of working have to be restarted and customers have to get used to the new system.*
- Are there solutions to solve these problems (mentioned by interviewee)?  
*I think in the coming time that this will improve. It just needs to develop and automate itself better. So this is just a matter of time. The freight customers have to get used to the changes tremendously. There has to be much more detail about what exactly is being transported. And that again has to be delivered in advance. And this has to be entered again in a system that is too old. In my opinion, this system needs to be renewed. Certainly to keep up with the competition. If it is easier for the competitor to ship cargo, there is a chance that the customer will switch to the competition. P&O must therefore create a program that makes it as easy as possible for customers to declare cargo.*
- Is it true that more fuel will be consumed if the POR leaves later to still arrive on time?  
*Yes, this is true. This is a logical consequence.*
- What does it cost per minute that we leave to late (just in fuel)?  
*Every minute you leave to late quickly costs 100\$. This is calculated on fuel only.*



- What kind of problems do the terminals have especially in your view?  
*Clearing freight takes more time. You really notice this as a consequence of the Brexit. Truck drivers tend to arrive late. And then if several come at once then you quickly have problems with your departure time. Because clearing the cargo takes so long.*
- What are the big changes when it comes to cargo/freight paperwork due to Brexit? (General declaration, cargo declaration, an account of stores held on board, crew's effect declaration)  
*At the moment this is done by the shore. It has been said that it will remain so for the time being, but this is going to change in the future. For us as deck people nothing has changed on this so far. We are in a phase of change and uncertainty.*
- Is it now possible for you to hire English officers?  
*We have Dutch officers at the moment. If we want to hire English people, they will get a Dutch contract. So it is possible.*
- Are their English certificates now valid on the Pride of Rotterdam?  
*I don't know because we don't have English officers. I think it is possible because now they are also going to put English officers on our sister ship the MS Norbank which sails with the Dutch flag. So I assume it can be done.*
- Do you experience any problems with the military police and customs?  
*No, not with passengers. So we have almost no passengers now because of Covid-19, but I also don't think we are going to have a lot of forces when we start carrying more passengers again.*
- How could it be that cargo traffic decreased by almost 30% in the first month of 2021?  
*In January, transportation is always a little bit less. But certainly not 30%. November and December are usually good months. January is usually a slacker month. Yet this year it is worse. You can see very well the effects of the Brexit. In November and December there was a lot more shipping than the other years. People and companies started hoarding in fear of Brexit. If things went awry, they could always trade on their stock. Then in January you see that even less has been shipped than in previous years.*
- Will this pick up in the coming year?  
*Yes, the freight is still running and the customers need to get used to it as I said before. The customers just need to get used to the new system.*
- Can P&O do more to protect against the Brexit?  
*Customers should always be at the top. The system is not clear enough for the customers now. So the iT processes need to be improved.*
- Are there any other changes for the crew after Brexit?  
*Not much. Our crew now all have to have passports. But we are still allowed to go ashore any time now. Furthermore, the passport control and the crew list control did become stricter. They pay much more attention to detail in the UK. All data in your passport, including your middle names, are now checked. The middle names must now also be on the crew list. This was not the case before. Previously only the sample book number was noted on the crew list, now they really want the passport number on the crew list.*

- Do you personally notice any problems for in the future because of Brexit?  
*Companies are now more likely to look for a company in Europe because they find it too difficult to transport the goods here with us. So we are missing out on goods in this way. Also, goods from Ireland used to go through us to the UK. Now we see that those goods are increasingly coming directly to Europe without The UK in between. So we should not wait too long to make it easier for our customers. Otherwise, we are going to carry less and less cargo because of this Brexit.*
- Do you think the Pride of Rotterdam will sail more routes in the future because of this event?  
*No I don't think P&O has these intentions. So this current line will remain intact.*

## Attachment 18: Interview Jurjen de Smit, 26 March 2021

### Opening questions

- What is your position within the company?  
*2nd mate with P&O Ferries on the Pride of Rotterdam.*
- How long have you had this position?  
*4 years*
- Has your workload increased because of Brexit?  
*Yes, it has become more attentive and you are more uncertain because you do not know where you stand.*
- Are you experiencing more positive or more negative effects because of Brexit?  
*More negative effects*

### Key questions

- As a 2nd mate, what major changes are you experiencing now after the Brexit?  
*Everything for everyone is unknown. For example, you don't know how much cargo is coming in. And the cargo that is known what is going to come in, of that there is no certainty if that is going to come in. This is because you don't know if they have the right papers and will get through the terminal.*
- Do you have problems with the terminal more often?  
*We work with fixed departure times. We as a ship often try to stick to these, but if the shore decides that they want to take more containers then we have nothing to say about that. They want to take more containers because that way they can make more profit. As a result, we also leave later. So sometimes it is a question of money, but sometimes it is also a question of having problems with the terminal. It's a combination.*
- How does this affect the mate?  
*You're on watch longer. For example, you're now loading longer. You start loading the ship, and then you go and take care of all the paperwork. After that, you're going to relieve the 1st mate's watch. If you are longer downstairs loading, then the 1st mate has to sit upstairs longer. Sometimes this is 5 minutes longer, but sometimes it can also be 1 hour longer. But nowadays it is no longer an hour. This was especially in the first days of the Brexit. Things are a bit better now, but it was really drama in the beginning.*
- What was this situation like before the Brexit?  
*The environment was different. You knew better where you stood in terms of your dangerous cargo and your general cargo. You knew what your load was going to be that night and how you had to load.*

- Are there solutions to solve these problems (mentioned by 2nd mate)?  
*Ensuring that it is booked off on time. So that it no longer goes through the terminal and has to wait for the next boat. More so pursuing the departure times. For example, if the checkout time is at 21:00, that you also stick to this checkout time. But I don't think this is going to change. Every truck is taken for extra profit. If there are still 20 trucks at the terminal at 21:00, then of course you want to take them for extra money. Also, it is not customer friendly to send them away after 21:00. The chances are that they will go to the competition, and then you will also lose profit. The best solution would be for everyone to have the right papers and for the systems at terminals to run more smoothly. For example, the systems should break down less often. The other day we had the case where 10 minutes before departure time the systems at the terminals went down. This easily causes another 20 min delay. While you might have already started your main engines and everyone on deck is on standby to depart.*
  
- The foreman only knows at the last minute what is going to be loaded. Does this make your job more difficult?  
*Yes. You don't know what's going to come. In the past, you could tell in the morning what was coming. Now it's just a question of whether it's coming. I could predict in the morning which ballast tanks I wanted filled. You then also knew how much dangerous cargo you would have that evening. Now this is no longer the case. So the work has indeed become more difficult.*
  
- Do you now have more difficulty predicting stability and drafts after the Brexit?  
*Yes. The stability is always fine though because we sail with enough ballast, but ideally you have your ballast situation ready before departure. And now it happens that we are still ballasting half an hour to an hour after departure. So you sail an hour longer without your desired drafts. So you don't have optimal drafts at the beginning. So this can cause more fuel costs, for example, if we lean back too much. Stability technically we actually always come out, just the trim situation is sometimes not most optimal. For example, it has been said that the lowest fuel consumption is achieved with 10 centimeters of trim forward. That is when the ship is most economical. But sometimes we can only achieve that one hour after departure. And the arrival time remains. The truck drivers have to leave and get back on the road on time. So we have to sail faster and therefore use more fuel. Predicting the drafts has also become more difficult now. For example, if you still have 10 trucks at the dock averaging 30 tons, that means 300 tons that you may or may not have to start including in your calculation. Look for example in tank 6, the rear ballast tank. This tank holds 270 tons. If eventually the cargo does not come then the mate has waited for nothing and loading did not have to be stopped in this area. Eventually this can cause a delay in departure time*

- What are the implications for the day-man of this Brexit?  
*The day-man has basically nothing to do with loading and unloading. Only he is now on the bridge longer in the evening. The later you leave, the longer he has to stay on the bridge and the more hours he runs. If any problems arise after departure, the day-man has less or no time to solve them. For example, there could be problems with a plugger. Normally the day man can solve this after departure. Now the 20:00-24:00 service is immediately responsible for this. This is again a disadvantage for the 1st mate. He has to sit upstairs longer and his rest hours are in trouble. Fortunately, up to now this has always gone well.*
- What are the consequences for the 00:00 to 04:00 shift?  
*He now has to take more account of dangerous cargo. Not everything is going to come, but he has to keep space available for it. Everything used to come so that was easier.*
- What are the implications for the 20:00 24:00 shift?  
*The problems with loading and leaving are for this service. In addition, there are also problems with unloading. You are responsible for unloading as 2nd mate. So you have to stay in the Harbour Control Room (HCR) until the ship is unloaded. The longer you are here, the less time there is for other chores. For example, if unloading takes three quarters of an hour longer, then the Mate must also stay down there three quarters of an hour longer. This is at the expense of other chores.*
- Are these congestions in Europoort or/and in Hull?  
*This is the case in both ports. There are congestions at the terminal which in turn causes congestion on the Cardeck. So this is especially during unloading and affects the 20:00 24:00 service. This is very annoying for us of course.*
- Do you have any changes for the cargo paperwork?  
*The paperwork has remained the same. Only the Limited Quantities (LQ) have changed. Before, this was on the dangerous cargo summary list. Now we get it from the full hazardous report. This means that if you receive a shipment at the last minute and have to check whether it is an LQ, you have to print out a whole new full hazardous report. This can quickly be 20 pieces of paper. In the old days, you could read this right off the computer and there was less paper waste and less time spent.*

- Are there any other things that have changed for mates because of Brexit?  
*If you get thirty dangerous cargoes on a day of which 12 have to be on the outside deck, you are limited. There can be 12 outside and sometimes they can only be in a certain place because of your segregation table. Not all hazardous cargo comes in immediately from this. So you have to keep a spot clear on the starboard or port side so they can stand there. Also, you have to keep a path clear so they can drive to that. So as long as the outer deck is not loaded, you can't load the rest on deck 5 either. You sometimes cannot continue loading because you are waiting for this load. If in the end half of the 12 doesn't come because it doesn't come through the terminal, then you've been waiting for nothing. You could have finished loading earlier. This can have consequences for your departure time. Things have also changed for the pluggers. Pluggers often have sensitive cargo. Think about meat and fruit. They therefore have stricter requirements at the terminal. They also arrive as late as possible because the cargo has a limited shelf life. If the papers of these pluggers are not correct and it takes longer at the terminal and you know that these pluggers often arrive at the last moment, then you can be sure that you will leave later. Also, this often happens in the last 20 minutes. So this all creates a lot of hectic activity. On Monday nights, we often have 60 pluggers. We already know then that we are going to leave half an hour later because of this.*
- When loading, how much slope can the tailgate take?  
*1.5 degrees is the maximum. Also, do not load or unload on this slope for too long. At 0.8 you will get cracks in your tailgate if there is a heavy load on it for too long and at 1.5 you will get problems in your hinges.*