Dear Valued Customer,

Protection measures for our staff are adapted almost daily, to comply with the latest medical recommendations. The majority of operational staff needs to work on site and is supported by the company in the best possible way.

The protection measure for Corona crisis also affects road feeder services and landside processes. European stations have started refusing acceptance of loose truck loads. Cargo is only accepted when palletized. The reason is that the minimum required distance to avoid infection can’t be kept if two persons are working inside the same truck for unloading.

Unloading/loading of loose cargo by one staff member would slow down handling processes and block truck gates unacceptably, and is not an option.

Import transit cargo for all stations is hence palletized on Euro- or oneway pallets with immediate effect. From 1st April 2020, this additional service is subject to a charge as published in our tariff.

As a safety measure and for the same reason we also need to adapt our processes in export. Truck drivers and forwarding agents are asked to deliver export freight on pallets. In case of loose delivery we will ask the truck drivers to unload by themselves. We strongly recommend to deliver cargo palletized, to avoid longer unloading times or refusal of loose loaded shipments.

If you have any questions please don’t hesitate to contact us.

Thank you for your understanding.

Best Regards

Michel Fiorani  Myriam Schroyens  Stijn Verbeeck
GM Belgium  HR Leader  Terminal Manager