Procedures for container delivery and collections using LCT Landside

December 2014
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1 Introduction

1.1 Document

This document updates any prior document or procedures issued for Landside users delivering and collecting containers from London Container Terminal.

1.2 Purpose

With changes to some processes in January 2015, this document is updated and reinstated to cover all normal and changed processes.

1.3 Who are classed as Landside hauliers

Any haulage company that has legitimate business delivering and collecting containers from within the London Container Terminal using the LCT landside operation (VBS).

2 Entering the Port of Tilbury and Locating London Container Terminal

2.1 Main Gate

2.1.1 On arrival at the Port of Tilbury’s main gate you must enter the port at the indicated lorry in lane.

2.1.2 Please follow all security information and warning signage

2.1.3 Please obey any information issued verbally by the Ports security officers

2.1.4 You and your vehicles may be subject to search under the Ports ISPS standards

2.2 Signage

2.2.1 Once through the main Port of Tilbury gate please follow all directions to London Container Terminal (LCT).

2.2.2 Directions to LCT pass you through a damage portal, please pass through at a steady speed and do not tail gate. This portal is 100% automated so there is no interaction from anyone at this stage

2.2.3 Once you have passed 47 berth (signposted) please look for all local signs indicating your route into the LCT Deep Sea (VBS, Authorised Traffic)

2.2.4 Should you have documents to drop off they will need to be dropped off Europa reception, please pull into the short sea lorry park and walk into the reception office prior to approaching the canopy barriers accept for the drop off of documents as per item 3.1.5
2.3 Speed Limits

2.3.1 Please adhere to all speed limits indicated on signage around the Port of Tilbury perimeter road.

2.3.2 Please adhere to all speed limit signage once you enter the London Container Terminal.

2.3.3 Typically the following speed limits apply but are not limited to:

2.3.3.1 Port of Tilbury perimeter road….. 30mph
2.3.3.2 London Container Terminal site… 5mph
2.3.3.3 Any other adhoc speed restrictions will be signposted as and when in force.

2.4 Pedestrians and Cyclists

2.4.1 Please be aware that there are many pedestrians and cyclist that use the Port of Tilbury.

2.4.2 Please beware of all designated walkways and pedestrian pathways.

2.4.3 Do not park or stop anywhere that could infringe on Pedestrian and Cyclist routes.

3 Accessing the LCT gate/canopy

3.1 On arrival at London Container Terminal, after dropping any documents off (Hazardous docs, weight tickets etc.) please follow all signage for authorised traffic (Authorised are VBS users).

3.1.1 When approaching the new gate please observe the matrix signs above each lane on the canopy and also obey all signage.

3.1.2 Please choose the relevant lane based on information given on the matrix signs (as below):

- = CARS ONLY
- = ANY CONTAINER LORRY
- = LANE CLOSED (DO NOT ENTER)
- = LANE CLOSED (DO NOT ENTER)
- = LANE CLOSED (DO NOT ENTER)

3.1.3 Follow all warning lights, traffic signals and information signs when entering the lanes.

3.1.4 The ground is marked up with no go areas, yellow and red hatched area indicates that vehicle must not enter.

3.1.5 There is no reason for you to vacate your cab once in the lanes unless requested (see security), accept for off peak hours (Saturday 14:00 to Sunday 22:00) when you will need to drop documents off here.

3.1.6 If there is a requirement to vacate your cab, whether instructed or to hand over documents, please stay in the yellow designated walkway areas and keep out of the Red hatched areas.

3.1.7 Please **DO NOT UNDO TWISTLOCK IN THIS AREA**
3.1.8 PLEASE NOTE: **FAILURE TO FOLLOW THE INSTRUCTIONS ABOVE WILL RESULT IN THE DRIVER AND VEHICLE BEING ESCORTED FROM THE TERMINAL**

3.1.9 No passengers are allowed in the vehicle unless pre-arranged with the terminal for training purposes.

### 3.2 Using VBS screens/Gate pass.

3.2.1 The VBS screen is in the same layout of the old screens, with the exception that the key board is a touch screen and not separate.

3.2.2 Please enter all details as you normally would.

3.2.3 At this point please collect / take your gate pass from the ticket slot on the kiosk (see below) you will be warned by a message to take ticket

3.2.4 You will be issued with two gate passes on one ticket, these should be separated, one to be handed in at the main port gate on exit and one to be kept for reference. Not taking this ticket can lead to your VBS being cancelled or refusal for exit from the port

### Example of gate pass

3.2.5 If you encounter a problem there is a clearly marked intercom for your use to contact VBS

### 3.3 Searches

3.3.1 If your vehicles is chosen for an ISPS search the barrier will not open (there should be a security officer present)

3.3.2 If there is a security officer present he will explain the process for searching

3.3.3 If there is no security officer present at the barrier then please use the relevant intercom on the pedestal. **DO NOT VACATE YOUR CAB**

3.3.4 If a search is required this can include but is not limited to, vehicle cab, vehicle trailer, container and personal search

3.3.5 PLEASE NOTE: **ANYONE REFUSING TO HAVE THEIR VEHICLE, TRAILER, CONTAINER OR PERSONNAL SEARCH WILL NOT BE ALLOWED INTO THE TERMINAL**
3.4 Entering the LCT Operational area

3.4.1 Once barrier opens please make your way through to the LCT area
3.4.2 Should the barrier fail to open, see criteria in the section 3.3.3 above
3.4.3 Once leaving the barrier please observe all information and signage

3.5 Responsibilities

3.5.1 We all have a duty towards security safety and vehicles driver are no exception, please follow all instructions and information given verbally by security officers
3.5.2 Abusing the security officer or any LCT employee will not be tolerated at any time

4 Container vehicle handling process

4.1 Container handling

4.1.1 Please make your way following signage to barrier 2 (slot allocation)
4.1.2 On Arrival please stop 50ft short of the barrier
4.1.3 Alight from cab and undo twist locks
4.1.4 Return to your vehicle, using designated walkways and observing any moving vehicles.
4.1.5 Once seal check is complete as indicated by the seal check personnel
4.1.6 Please approach the grid allocation barrier at no more than 5mph observing all signage, moving traffic and any pedestrians
4.1.7 Once at the grid allocation barriers please continue using the kiosk as normal
4.1.8 If you have a problem please use the intercom and speak to the VBS office
4.1.9 Follow all final instructions given on screen
4.1.10 Once complete move straight to grid, follow all instructions and signage keeping an eye out for moving vehicles and pedestrians on designated walkways.

4.2 Servicing on interchange area

4.2.1 High Visibility clothing must be worn in the interchange area
4.2.2 Make your way to your designated interchange grid
4.2.3 You must reverse on to your designated grid observing all traffic and any pedestrians in the area
4.2.4 Flashing lights (hazard indicators) must be turned on before reversing onto the grid and remain on through the service process.
4.2.5 Once in position on the grid, vacate your cab and stand in the designated area in clear view of the Van carrier driver
4.2.6 DO NOT DO YOUR TWISTLOCKS ON THE GRID
4.2.7 UNDER NO CIRCUMSTANCES MUST A DRIVER WALK AROUND HIS TRAILER OR ENCROACH ON ANY AREA BEHIND HIS CAB OR ANY OTHER CAB ON ANY OTHER GRID
4.2.8 PLEASE NOTE: UNDER NO CIRCUMSTANCE SHOULD ANYONE BE IN THE VEHICLES CAB WHILE IT IS BEING SERVICED
4.2.9 Should you need to access your trailer please pull forward off of the grid
4.2.10 Should you be required to reset your twist locks or trailer length, you must pull your vehicle forward off of the grid and reset before reversing back on.
4.2.11 DO NOT WALK AROUND TRAILER TO RESET TWISTLOCKS OR TRAILER LENGTH
4.2.12 Once service has been complete, DO NOT WALK AROUND TRAILER TO ENGAGE TWISTLOCKS. Please pull forward just off of the grid and then engage your twist locks. Please make a note of your seal number if applicable ready for the final barrier and note any damage to container should you want to report it

5 Booking out and exiting the terminal

5.1 Leaving the transfer area

5.1.1 Leave transfer area and make your way to final barrier (Exit) following all signage and the 5mph speed limit. Please stay vigilant for any moving vehicles or pedestrians
5.1.2 On arrival at the final barrier the driver must follow the usual exit process by kiosk (Currently being done)

5.2 Damage notification

5.2.1 Both the ‘Loaded Seal check screen’ and the ‘Empty Receipt Screen’ (both currently in operation) will have an additional button to allow for the viewing of the top of the container
5.2.2 Once pressed the following view will appear

5.2.3 If the driver see damage on the top view or noticed damage on the container and wants to report it he should contact the VBS desk by intercom, the intercom will remain in the current position
5.2.4 Once reported via intercom drivers should make their way to the Europa reception echelon parking area where a representative from LCT will meet the driver and deal with any damage claim, paperwork will have a clause added after damage photos are inspected.
5.2.5 The driver can then leave the Port

No report of damage will be accepted if not reported prior to leaving the LCT final barrier (see section 5.1)

6 Exiting the Port of Tilbury

6.1 Main Exit

6.1.1 Vehicle once completed at the final barrier or at Europa Reception (if damage has been reported) should make their way to the Port of Tilbury main gate to exit the port, please provide the main gate security with any paperwork or information that they require (normally one of the two gate passes)

7 Security and Safety awareness

7.1 Responsibilities

7.1.1 Everyone inside the LCT ISPS boundary has a responsibility to security and safety
7.1.2 If you see anyone acting suspiciously on the terminal please report, at the earliest opportunity, to LCT security.
7.1.3 Please be aware of all safety signage and directional information given.
7.1.4 If anyone inside the LCT boundary should see anything being unsafe whether it be a person or an object/arrangement please report as soon as possible to either the LCT security or any employee of LCT.

7.2 Useful telephone Numbers

LCT Security: 01375 363781
Port Police: 01375 846781
VBS 01375 363764