



March 2023

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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, 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).

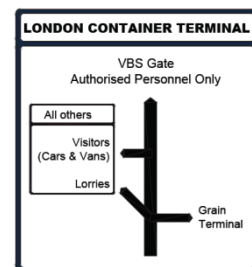
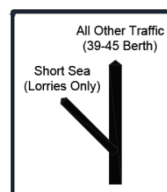
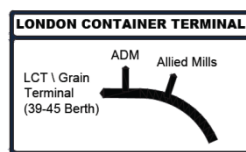
2 Entering the Port of Tilbury and Locating London Container Terminal

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

- 2.1.1 Please follow all security information and warning signage
- 2.1.2 Please obey any information issued verbally by the Ports security officers
- 2.1.3 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 such as DGN's, shipping notes, they will need to be dropped off to Europa reception or security office during Europa house closing times. Please pull into the Europa parking area and walk into Europa reception office prior to approaching the canopy barriers accept for the drop off of documents as per item 3.1.5
- 2.2.5 If you have an out of gauge container/flatrack that has not been VBS bookable please contact shift manager on 01375 854712 prior to arrival at terminal to make arrangements for this to be taken off on a specific time and date.

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 at Europa Reception or canopy during Europa house closing times. (Haz docs, shipping notes 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)



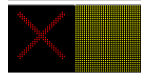
= CARS ONLY



= 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.

There is no reason for you to vacate your cab once in the lanes unless requested (see security), except for off peak hours (Friday 18:00 to Saturday 06:00 & Saturday 14:00 to Monday 06:00) when you will need to drop DGN' documents off to the security officer under the canopy.

- 3.1.5 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.
- 3.1.6 Please **TURN OFF VEHICLE WHEN UNDER CANOPY**
- 3.1.7 Please **DO NOT UNDO TWISTLOCK IN THIS AREA**
- 3.1.8 **AT NO TIME CAN THE DRIVER REVERSE ONCE IN A LANE**
- 3.1.9 PLEASE NOTE: **FAILURE TO FOLLOW THE INSTRUCTIONS ABOVE WILL RESULT IN THE DRIVER AND VEHICLE BEING ESCORTED FROM THE TERMINAL**
- 3.1.10 A part of the units checks for security to do on the unit you are bringing in is to check for any DAMAGE to the unit. If there is any damage you will be asked to go to the Europa parking area and wait for a damage report to be completed. Before returning to the canopy to enter in your VBS number.
- 3.1.11 No passengers are allowed in the vehicle unless pre-arranged with the terminal for training purposes. (For passenger in cab, the terminal needs 24 hours prior notification) please provide notification to support@londoncontainerterminal.com if no pre-notification is received then passenger in cab charges will be sent as per VBS schedule of charges.

3.2 Using VBS screens/Gate pass.

- 3.2.1 When driving into lane the screen will show as below



- 3.2.2
- 3.2.3 On pressing GO your Registration will appear on the screen automatically – **PLEASE CHECK YOUR REGISTRATION IS CORRECT** – if its correct press ENTER.

Gate : LCTPREGATE3 

PLEASE ENTER YOUR VEHICLE REGISTRATION

 **LCT1**

THEN PRESS 'ENTER' TO CONTINUE

1	2	3	4	5	6	7	8	9	0
Q	W	E	R	T	Y	U	I	O	P
A	S	D	F	G	H	J	K	L	M
Start Again	Z	X	C	V	B	N	ENTER		

Truck No :

3.2.4 .

3.2.5 If your registration is incorrect please press the **START AGAIN** button on the left hand side of the screen and re-enter correct registration.

3.2.6 When your registration is correct you will then need to enter your VBS number into the touchscreen. - Enter all 8 digits of your VBS number without the dash.

Gate : LCTPREGATE1 

PLEASE ENTER VBS REFERENCE



THEN PRESS 'ENTER' TO CONTINUE

1	2	3	4	5	6	7	8	9	0
Q	W	E	R	T	Y	U	I	O	P
A	S	D	F	G	H	J	K	L	M
Start Again	Z	X	C	V	B	N	ENTER		

Truck No :

3.2.7

3.2.8 Once VBS has been input you will need to confirm the unit numbers on your VBS booking – if these are correct press YES if incorrect please press NO and contact your Haulier to correct VBS booking. –please use intercom on barrier to be asked for barrier to be opened to leave lane whilst getting corrected.

Gate : LCTPREGATE1 

PLEASE CONFIRM
DELIVERY UNITS ARE CORRECT

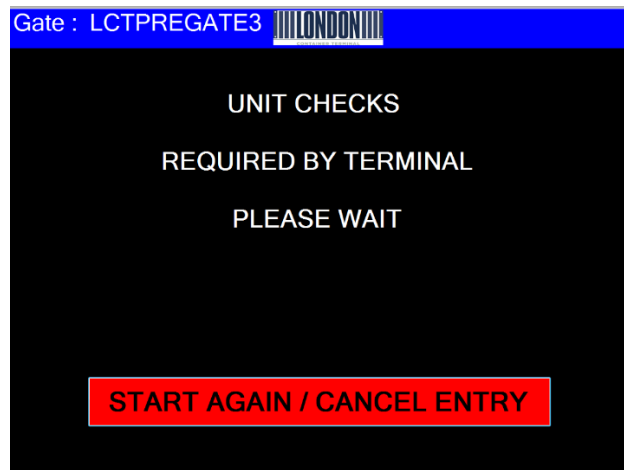
FRONT : ELLU100043
BACK :
(THE FRONT UNIT WILL BE DELIVERED FIRST)

PRESS TO SWAP
BACK TO FRONT

YES  NO 

3.2.9

3.2.10 Once you have confirmed all containers on your VBS booking are correct the below screen will appear.

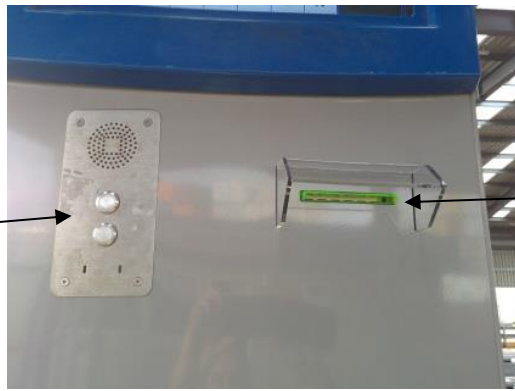


- 3.2.11 **PLEASE WAIT** whilst this message appears on the screen as your container is being checked by the seal checker, **PLEASE DO NOT REVERSE OUT OF THE LANE** or alight from your cab as the seal checker will be walking around your vehicle.
- 3.2.12 A part of the unit checks is for security to look for damage to the container – if any damage is discovered you will be asked to return to the EUROPA reception parking area to wait for a damage report to be done on the unit before entering the terminal.
- 3.2.13 **ALL** laden export containers must have a seal. If the seal is missing or broken London Container Terminal cannot accept the container into the terminal. In the case of a missing seal, the haulier's representative will be advised to seal the container. London Container Terminal will not open the container or issue the new seal.



- 3.2.14
- 3.2.15 Once the seal checker has completed checking your container at this point please collect /take your gate pass from the ticket slot on the kiosk (see below) as per the screen instructions. Once you have taken your gate pass, please press the GREEN button to open the barrier or to Reprint your gate pass press the YELLOW button. Or for further help press the INTERCOM on the barrier for further assistance.

Intercom
To speak to VBS office



Gate pass

- 3.2.16 You will be issued with a gate pass, to be handed in at the main port gate on exit. Not taking this ticket can lead to your VBS being cancelled or refusal for exit from the port

LONDON		DTTM		08/10/2014 13:16			
		REG		FP14 LCT			
		VBS		123456-**			
IN	CONTAINER	F/E	SZ/TP/HT	WT	HAZ	COA	VIA
	TEST1234567	F	40/HC/96	28	N	SITOSW	SIT0157
	TEST1234564	F	40/HC/96	29	N	SITOSW	SIT0157
	LOAD1254985	F	20/ST/86	12	N	MAERSK	AND0027
OUT	MTCT5656475	E	20/ST/86	2	N	SAMSKP	-
	PORT GATE SIGNATURE						
For up to date Gate Procedures www.londoncontainerterminal.com/gateprocedures							

Example of gate pass

- 3.2.17 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 3.2.16 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 Please approach the grid allocation barrier at no more than 5mph observing all signage, moving traffic and any pedestrians
- 4.1.3 Once at the grid allocation barriers please continue using the kiosk as normal entering your registration
- 4.1.4 Once you have input your registration you will be allocated the MT PARK or a grid number.
- 4.1.5 If you have a problem please use the intercom and speak to the VBS office
- 4.1.6 Follow all final instructions given on screen
- 4.1.7 Once complete move straight to the grid or MT PARK, follow all instructions and signage keeping an eye out for moving vehicles and pedestrians on designated walkways.
- 4.1.8 When entering the MT PARK please follow signage and road markings and park in the painted lift off area box
- 4.1.9 Driver is to remain in the vehicle whilst the MT stacker services the vehicle and removes the empty container
- 4.1.10 At no point is the driver to leave the vehicle, unless requested to do so by the MT stacker driver
- 4.1.11 Once box has been lifted at the MT PARK, please proceed to the barrier to exit the MT PARK
- 4.1.12 Trucks that have further receipts/deliveries should primarily use the right hand lane
- 4.1.13 Trucks intending to exit the terminal should use the left hand lane
- 4.1.14 This is intended for your convenience and safety however both lanes are fully capable, if being used in the opposite manner then it is the drivers responsibility to ensure safe driving

4.2 Servicing on interchange area

- 4.2.1 Hi-Vis clothing must be worn in the interchange area
- 4.2.2 Make your way to your designated interchange grid, following all instructions and signage keeping an eye out for moving vehicles and pedestrians on designated walkways.
- 4.2.3 Flashing lights (hazard indicators) must be turned on before reversing onto the grid and remain on through the service process.
- 4.2.4 Please line up with allocated grids and alight from cab and unlock Twist locks
- 4.2.5 You must **REVERSE** on to your designated grid observing all traffic and any pedestrians in the area. Do NOT reverse any further. Do NOT reverse under a straddle-carrier.
- 4.2.6 Once in position on the grid, vacate your cab and stand in the designated area in clear view of the van-carrier driver
- 4.2.7 **DO NOT DO YOUR TWISTLOCKS ON THE GRID**
- 4.2.8 **UNDER NO CIRCUMSTANCES MUST A DRIVER WALK AROUND HIS TRAILER OR ENCROACH ON ANY AREA**

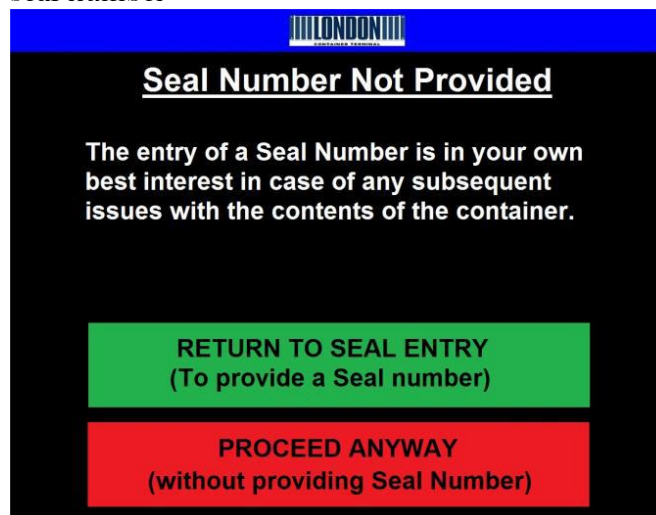
BEHIND HIS CAB OR ANY OTHER CAB ON ANY OTHER GRID

- 4.2.9 PLEASE NOTE: **UNDER NO CIRCUMSTANCE SHOULD ANYONE BE IN THE VEHICLES CAB WHILE IT IS BEING SERVICED**
- 4.2.10 Should you need to access your trailer please pull forward off of the grid
- 4.2.11 PLEASE NOTE: **IF YOU HAVE A TRAILER WITH LIFTING EQUIPMENT ATTACHED PLEASE ENSURE ALL CHAINS ARE UNLOCKED BEFORE REVERSING ONTO THE GRID.**
- 4.2.12 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.
- 4.2.13 **DO NOT WALK AROUND TRAILER TO RESET TWISTLOCKS OR TRAILER LENGTH**
- 4.2.14 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, Damage notification 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 enter his vehicle registration and follow the on-screen instructions to exit
- 5.1.3 Seal recording for delivery containers at exit is highly advisable for all loaded containers leaving the terminal. For this reason when choosing not to supply a seal number a warning message will be shown (as below) giving an option to return to supply a seal number



5.2 Damage notification

- 5.2.1 Any damage to the truck or trailer must to be reported via the phone located a front of the grids or at the exit barrier prior to leaving the terminal.

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



- 5.2.3 If the driver wants to report any damage to any part of the container, he should contact the VBS/Control by intercom at Exit Barrier and wait for further instructions.
- 5.2.4 Once reported via intercom driver would be asked to proceed to the Europa Reception parking area or will need to follow the instructions given by the Administrator/Controller.
- 5.2.5 The damage would be assessed by LCT representative and if confirmed, haulier's driver copy of the Gate Pass will be clause, no photos would be given.
- 5.2.6 The driver can then leave the Port.

No report of damage will be accepted if not reported at the exit barrier prior to leaving the LCT final barrier (see section 5.2)

6 Exiting the Port of Tilbury

6.2 Main Exit

- 6.2.3 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(the gate pass)

7 Security and Safety awareness

7.2 Responsibilities

- 7.2.3 Everyone inside the LCT ISPS boundary has a responsibility to security and safety

- 7.2.4 If you see anyone acting suspiciously on the terminal please report, at the earliest opportunity, to LCT security.
- 7.2.5 Please be aware of all safety signage and directional information given.
- 7.2.6 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.

7.3 Useful telephone Numbers

POTLL LCT Security:	01375 852206 / 01375 854754
POTLL LCT Europa Reception	01375 854750
Port of Tilbury Police:	01375 846781
POTLL LCT Customer Support	01375 854740
POTLL Reception	01375 852200
Out of hours – POTLL LCT Ops Shift Manager	01375 854712