



TILBURY2

**SAFETY
F1RST**

1TEAM 1GOAL

Let's make injury unacceptable in our business

Haulier Information Pack

May 2020 edition



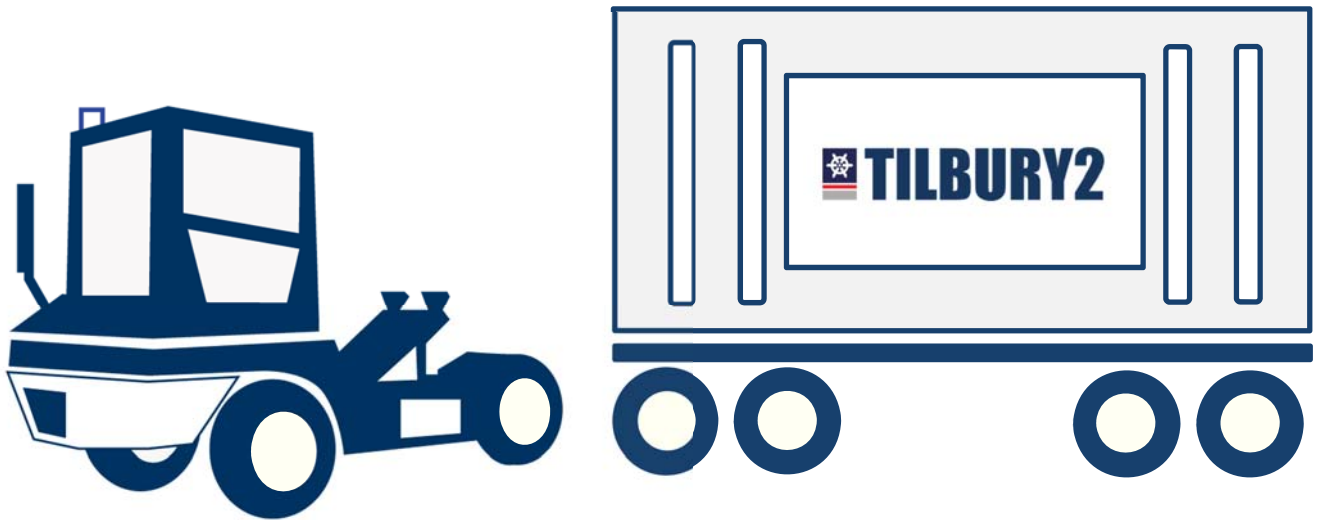
TILBURY2

WELCOME TO TILBURY 2

SAFETY FIRST

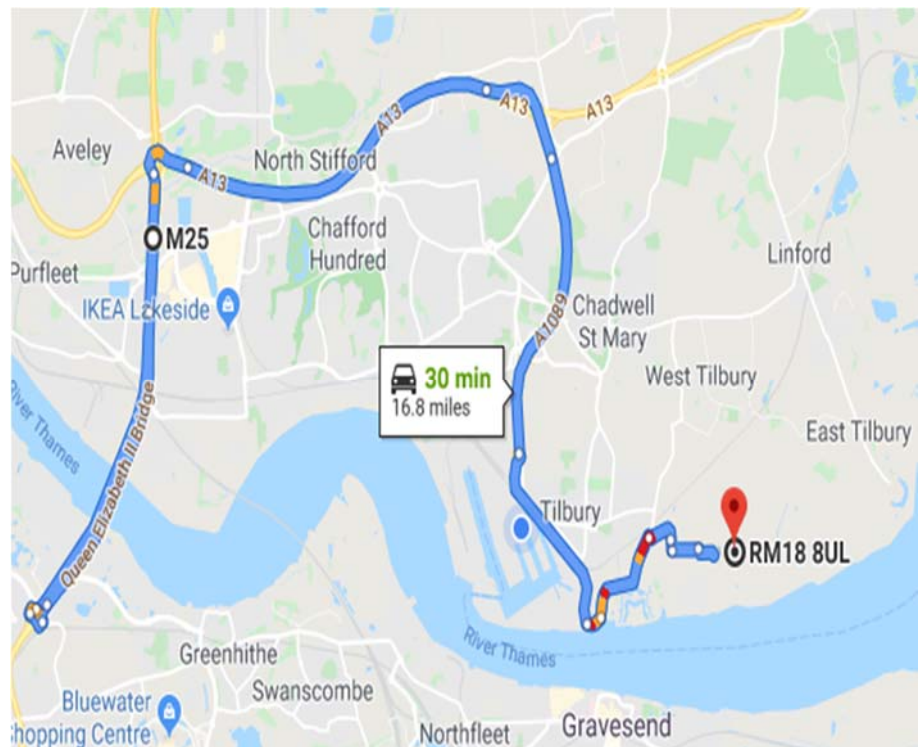
1TEAM 1GOAL

Let's make injury unacceptable in our business



DIRECTIONS TO TILBURY2

- M25
- At Mar Dyke interchange, take the first exit
- Use the left hand lane to take the M25 slip road to M11/M1/Dartford Toll Crossing/Stanstead Airport
- Keep left at the fork, follow signs for M'way/London/Dartford/A13/M25 and merge onto A13
- At the roundabout, take the third exit onto Dock Road/A1089
- Use any lane to turn left onto St Andrews's Road/A1089
- Head east towards St Andrew's Road/A1089
- Tilbury2
- Leave Vehicle in Haulier park and walk to the booking office utilising designated walkways



Plaza Building, Tilbury 2, Fort Road, West Tilbury, TILBURY, RM18 8UL



TILBURY2

CONTAINER LIFT OFF TIMES



Sunday	Open 06:00
Monday	24hrs
Tuesday	24hrs
Wednesday	24hrs
Thursday	24hrs
Friday	24hrs
Saturday	Close 01:30, Re-open 06:00 - 21:30

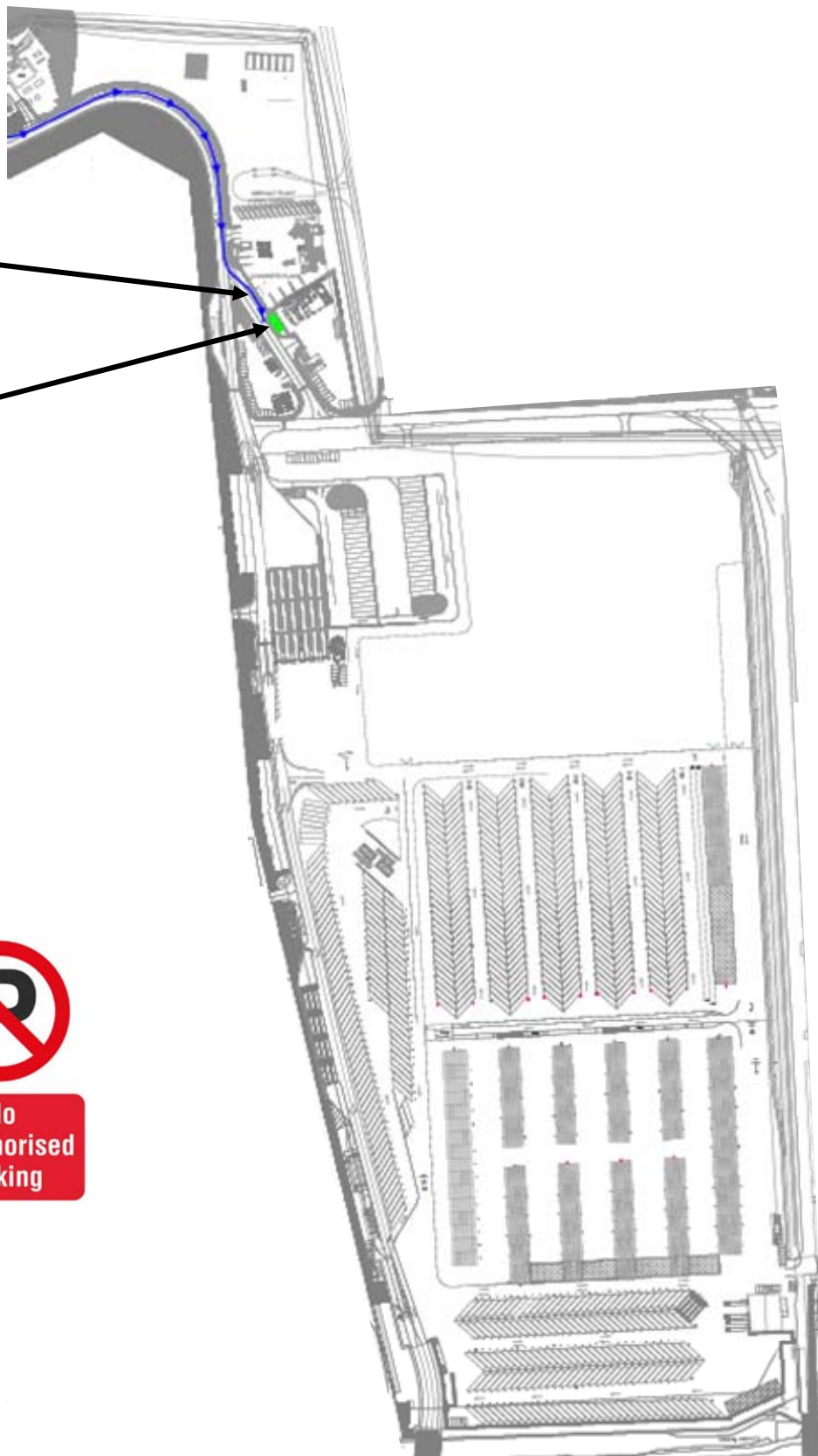


TILBURY2

HAULIER TOILETS

Layby for
Haulier toilets

Toilets





TILBURY2

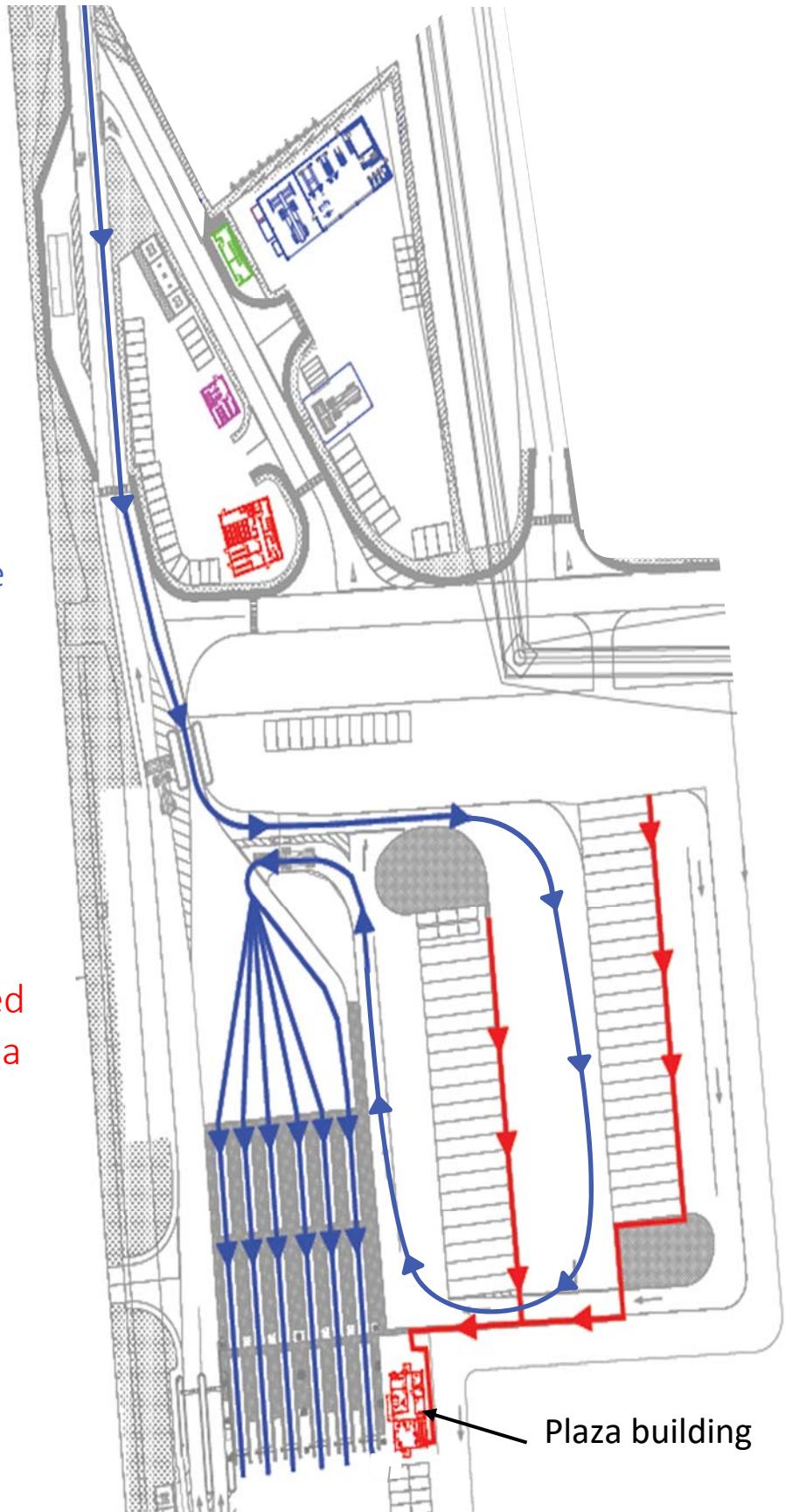
HAULIER LORRY PARK VEHICLE/PEDESTRIAN ROUTES

Haulier vehicle route

Park in designated
bays

Haulier pedestrian
route

Please use designated
walkways to the Plaza
building

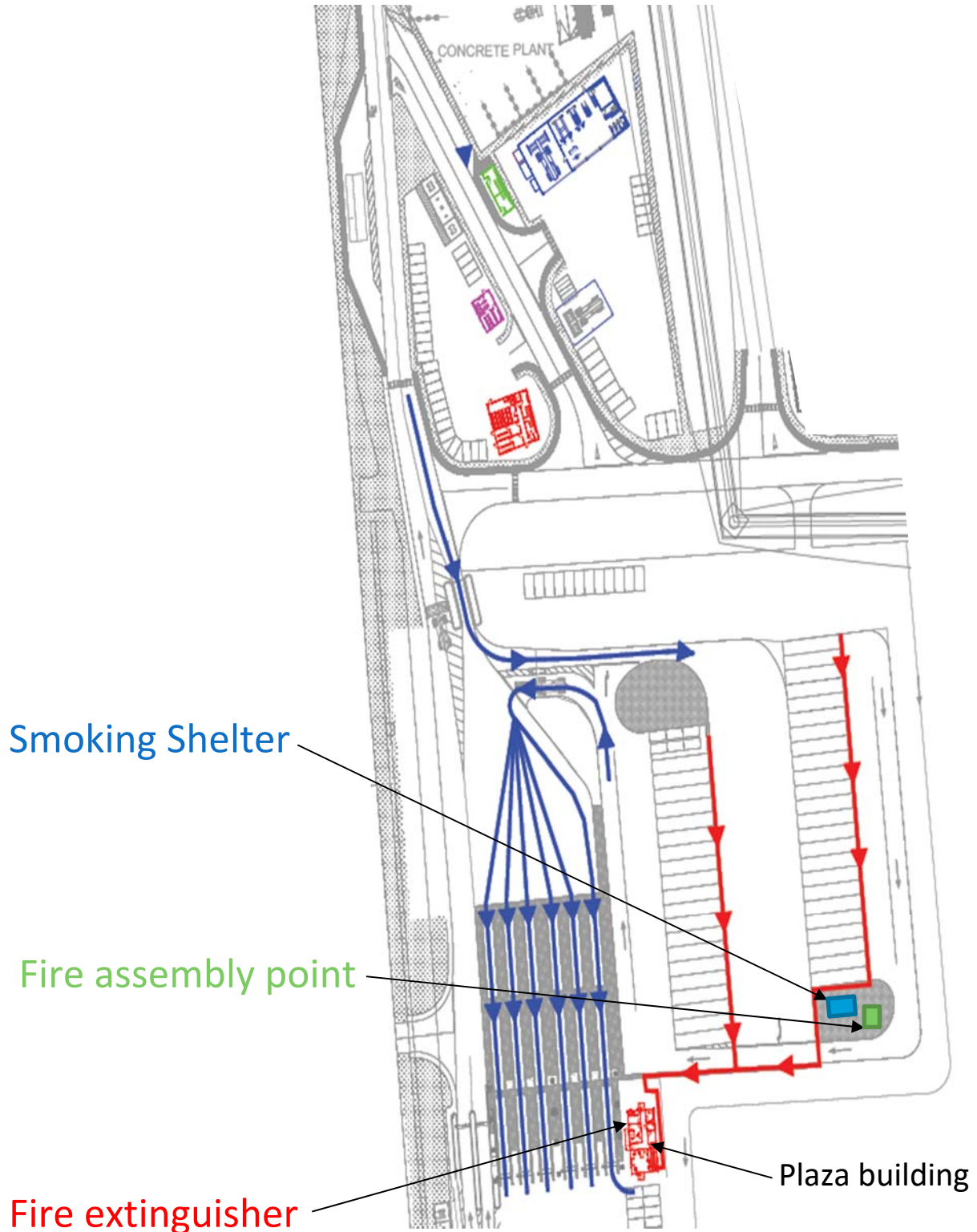




TILBURY2

HAULIER LORRY PARK

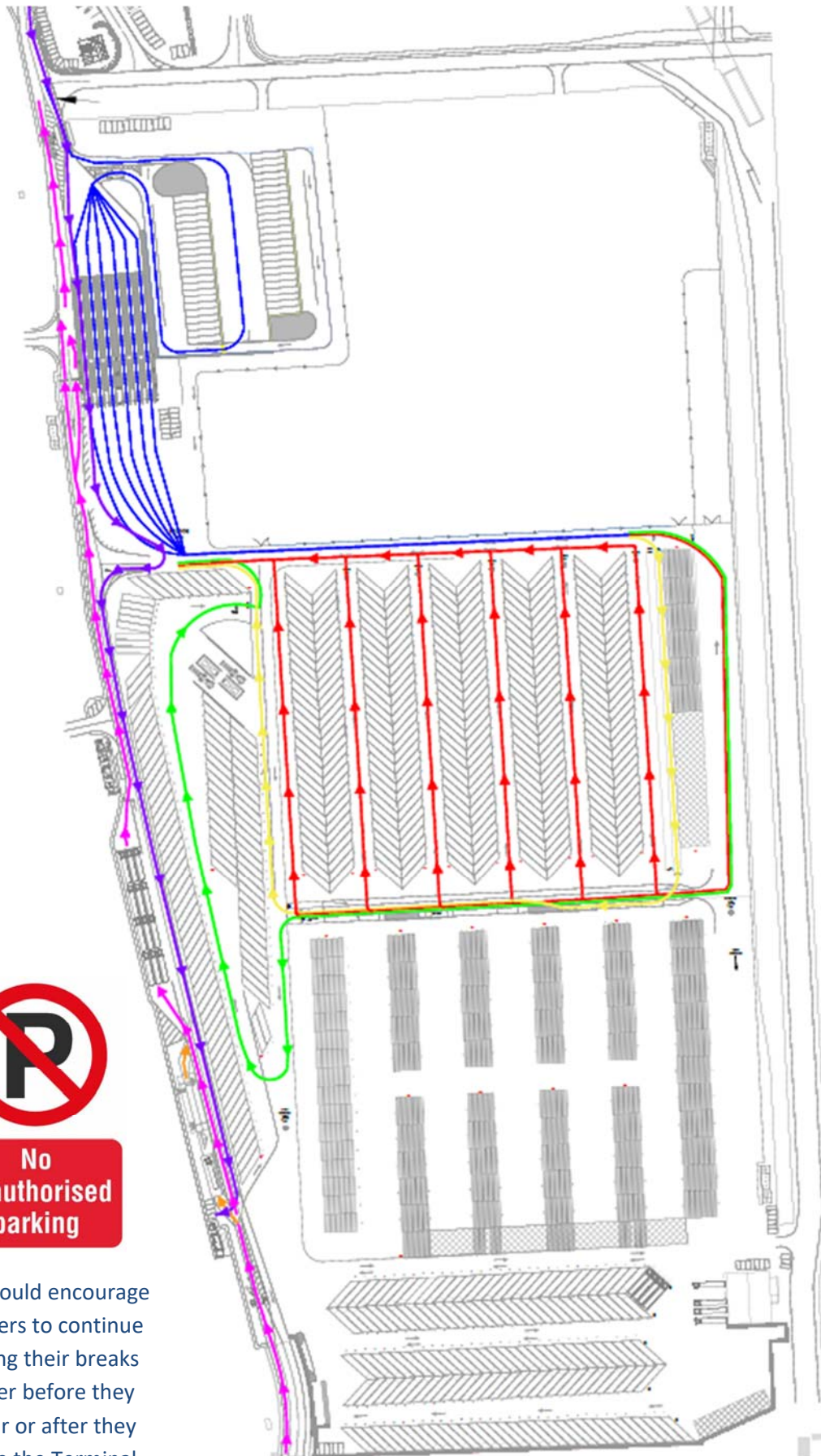
SMOKING SHELTER, MUSTER POINT & FIRE EXTINGUISHER





TILBURY2

RED, GREEN, YELLOW & IMPORT HAULIER ROUTES



**No
unauthorised
parking**

We would encourage hauliers to continue having their breaks either before they enter or after they leave the Terminal



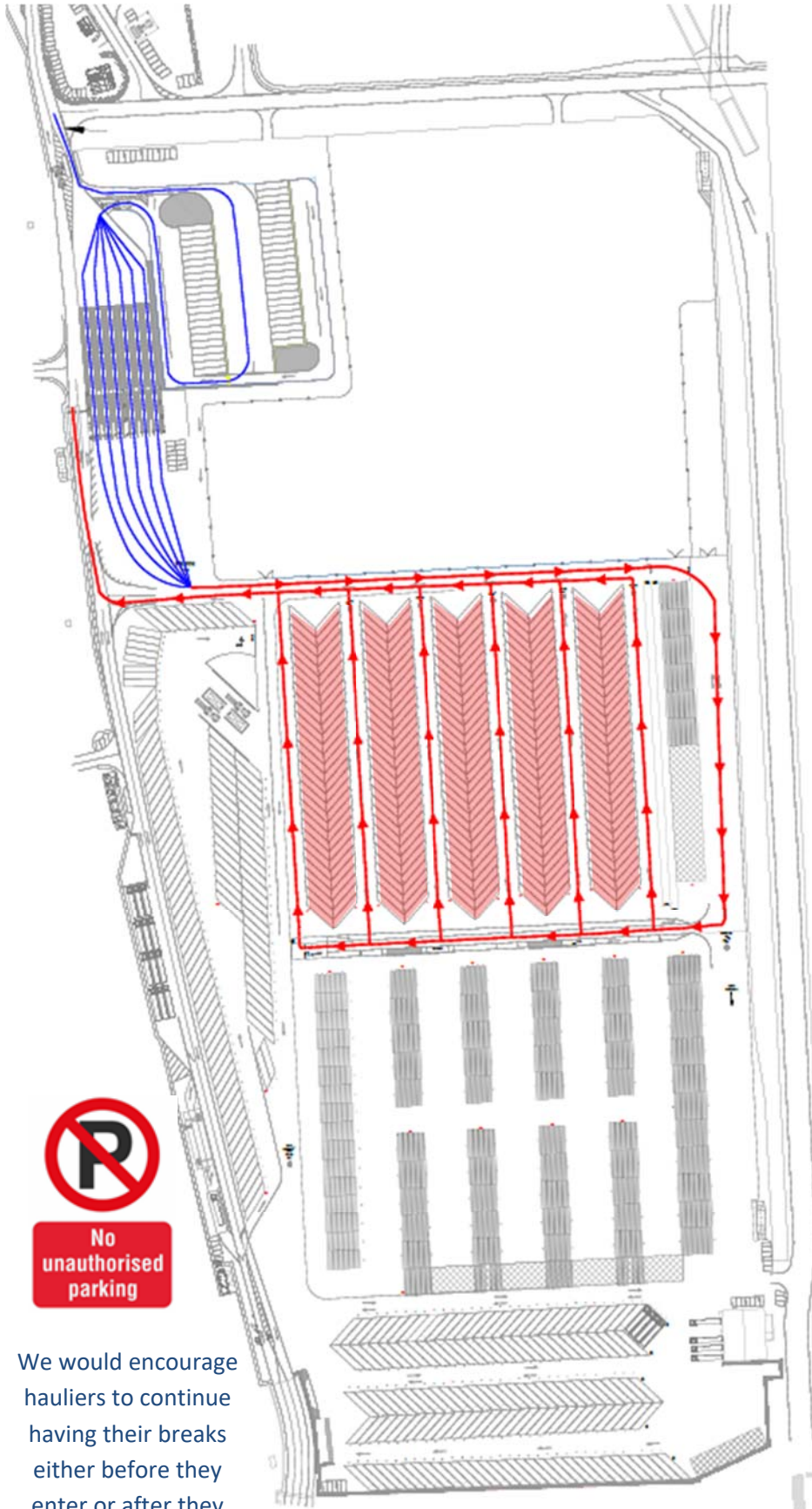
20 MPH SPEED LIMIT

Plaza Building, Tilbury 2, Fort Road, West Tilbury, TILBURY, RM18 8UL



TILBURY2

RED ROUTE -TRAILER DROP/COLLECT



Follow the directional arrows along the main roadway.

Each trailer block is one way entrance only.

If you are collecting from a different block please return to the main roadway and follow the directional arrows to your required collection point.

Exit the trailer block and turn left onto the main roadway.

At the end of the main road turn right and proceed to the Terminal exit.



No
unauthorised
parking

We would encourage hauliers to continue having their breaks either before they enter or after they leave the Terminal

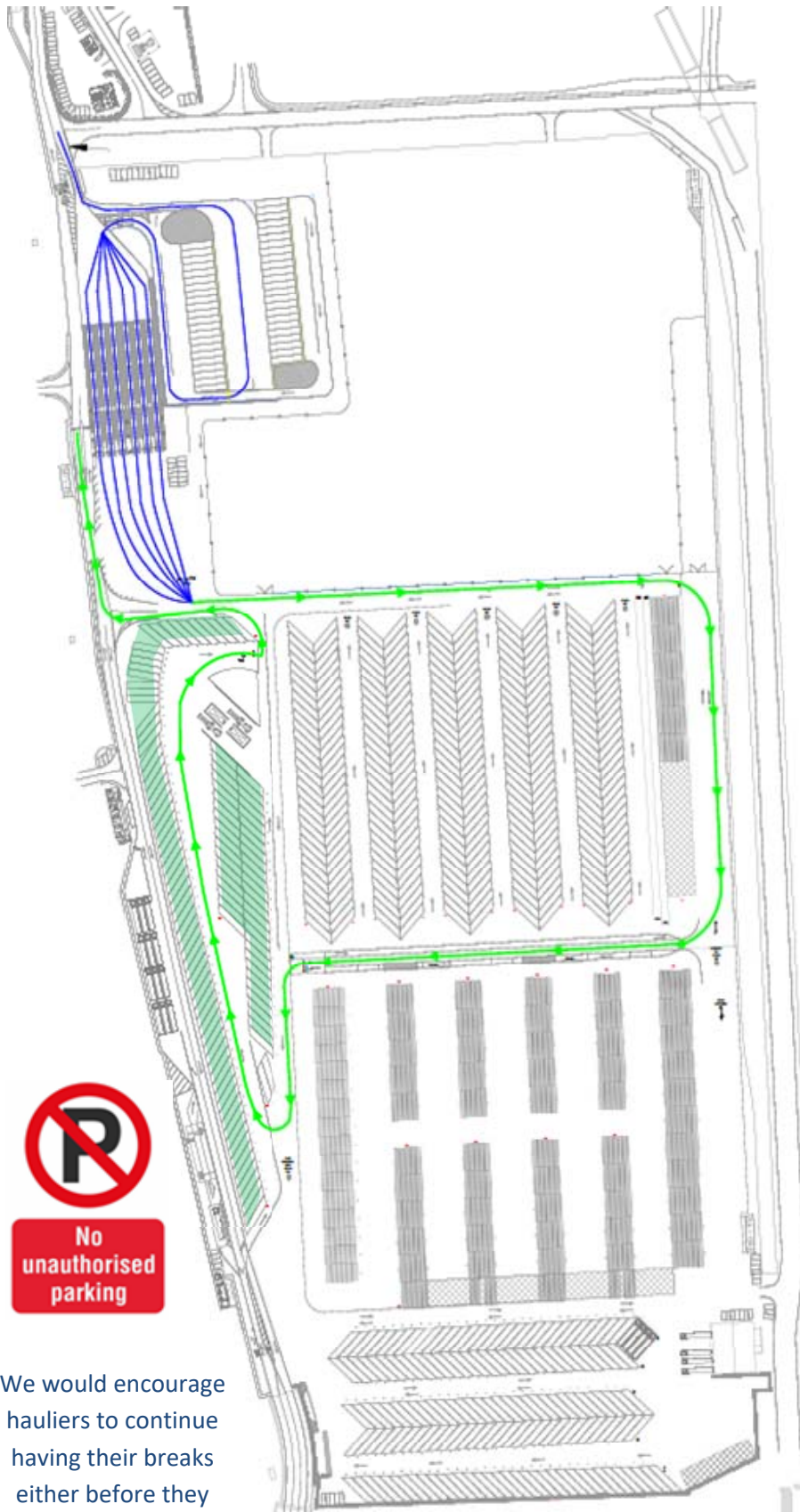


20 MPH SPEED LIMIT



TILBURY2

GREEN ROUTE – IMPORT TRAILERS & EXPORT SELF DRIVES



We would encourage hauliers to continue having their breaks either before they enter or after they leave the Terminal

Follow the directional arrows along the main roadway.

At the end of the main roadway turn left and then turn right into the self-drive parking zone.

Port of Tilbury staff will escort you to the vessel when required.

To exit the Terminal turn left onto the main roadway.

At the end of the main road turn right and proceed to the Terminal exit.

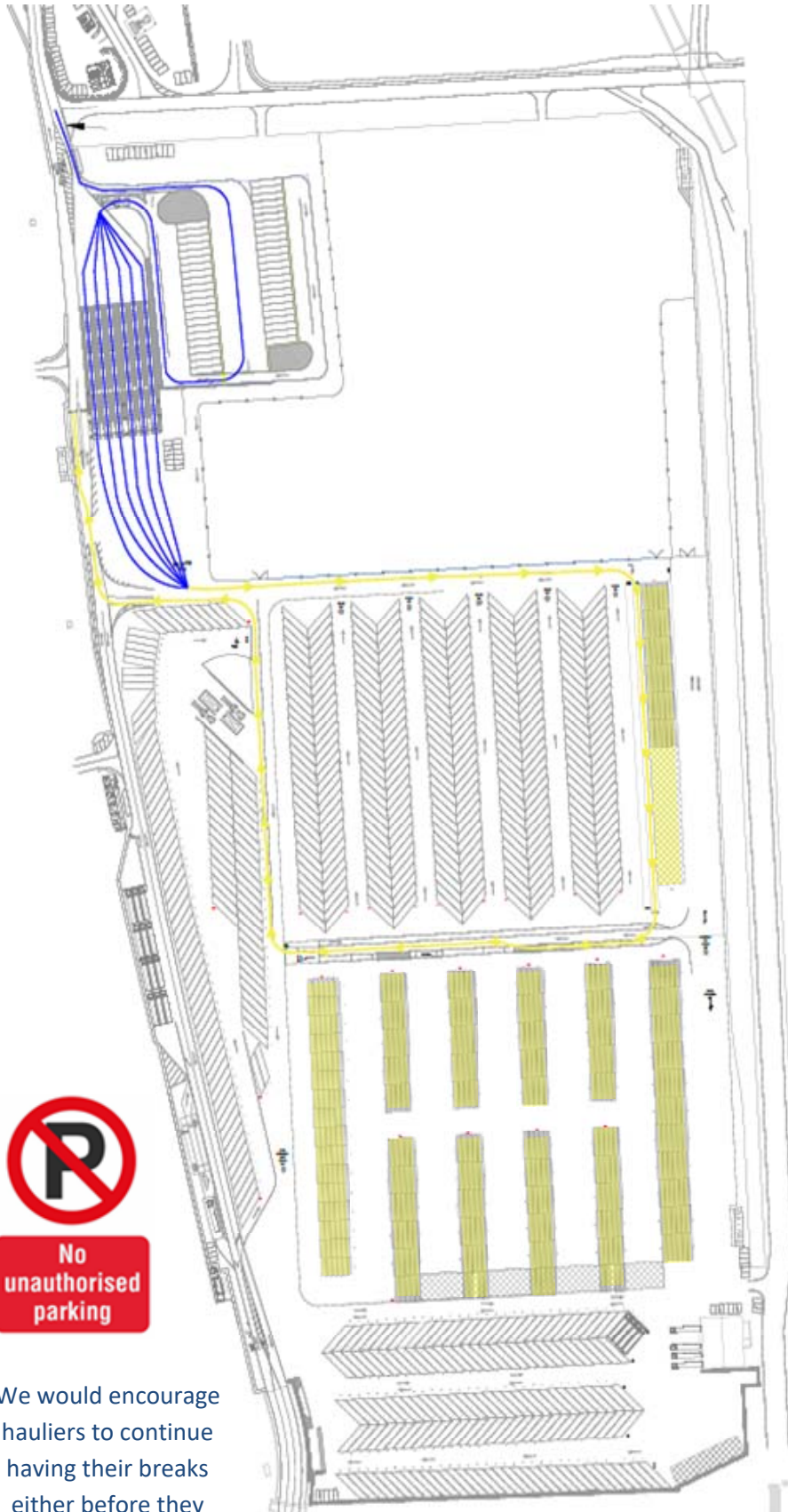


20 MPH SPEED LIMIT



TILBURY2

YELLOW ROUTE - CONTAINER LOAD/LIFT OFF



No
unauthorised
parking

We would encourage hauliers to continue having their breaks either before they enter or after they leave the Terminal

Follow the directional arrows along the main roadway.

Turn right and join the container rank.

When a loading bay is available turn right and park in the available bay.

To exit the Terminal turn right onto the main roadway.

At the end of the main road turn left, then turn right and proceed to the Terminal exit.

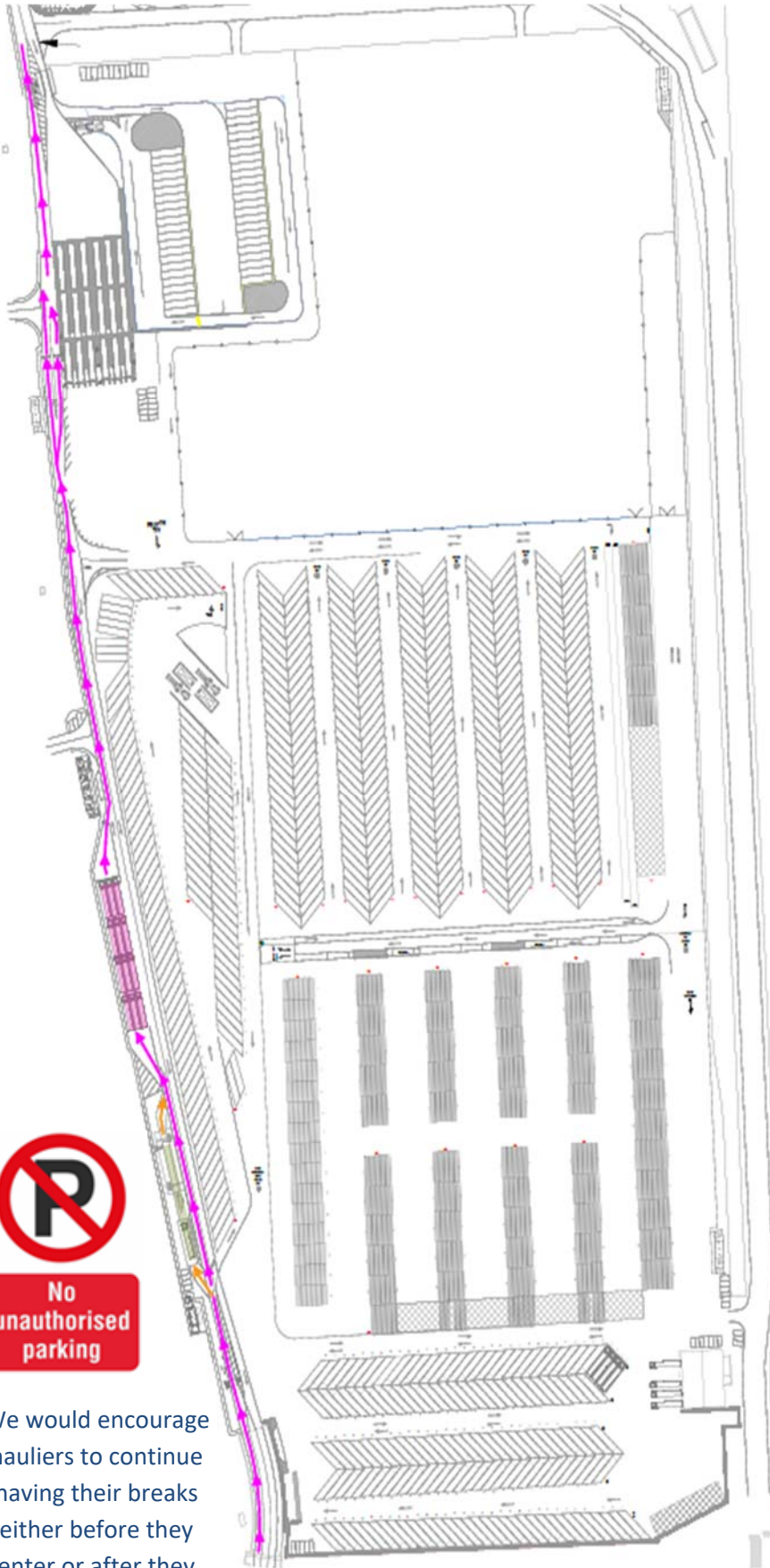


20 MPH SPEED LIMIT



TILBURY2

IMPORT & CYCLAMEN EXAMINATION ROUTE



Drive off the vessel and follow the bridge into the Terminal.

Proceed through the Cyclamen Portal.

If the Cyclamen alarm sounds the barrier will close and you will be directed to the Cyclamen examination shed by Border force staff.

Proceed along the main roadway and park in the self-drive checking bay.

Once cleared by the Border Force proceed back onto the main roadway and exit through the barrier.



No
unauthorised
parking

We would encourage hauliers to continue having their breaks either before they enter or after they leave the Terminal



20 MPH SPEED LIMIT



TILBURY2

FIRE EXTINGUISHERS



Tilbury2 Welfare building

Tilbury2 Plaza building

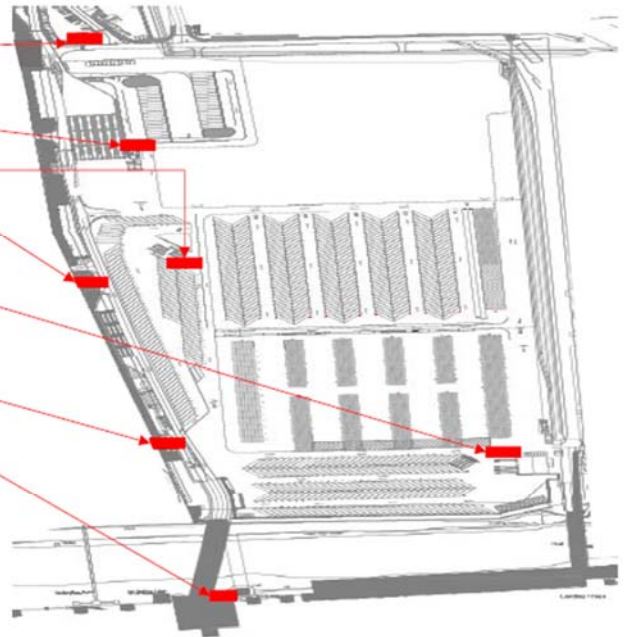
Fuel station

UKBF Drivers reception/clangestine facility

UKBF Secondary examination facility

UKBF Cyclamen office

Tilbury2 Loadmasters building



- **PORT POLICE: 01375 846781**
- **PLAZA BUILDING: 01375 852400**
- List of Fire Marshals names can be found on the buildings walls

FIRE ASSEMBLY POINTS

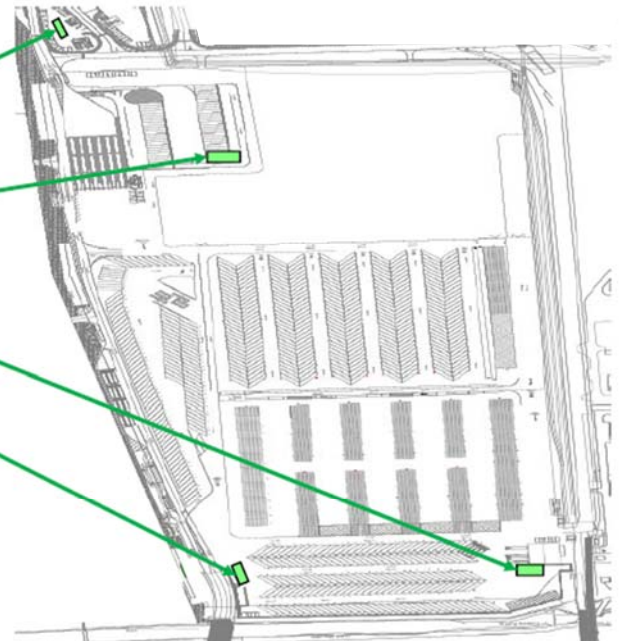


1

2

3

4



- **PORT POLICE: 01375 846781**
- **PLAZA BUILDING: 01375 852400**
- List of Fire Marshals names can be found on the buildings walls

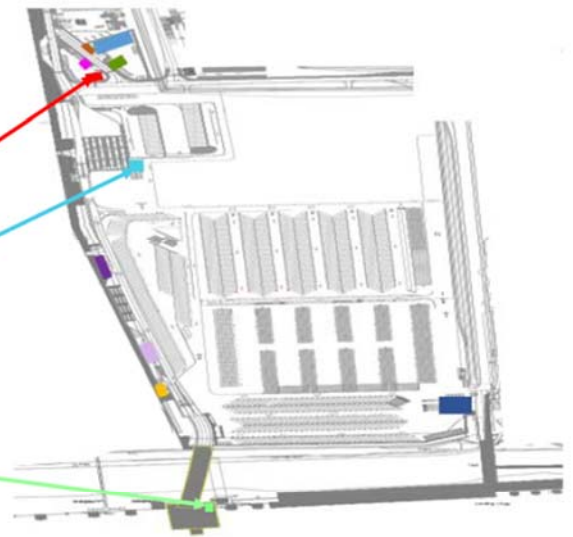


TILBURY2

FIRST AID BOXES

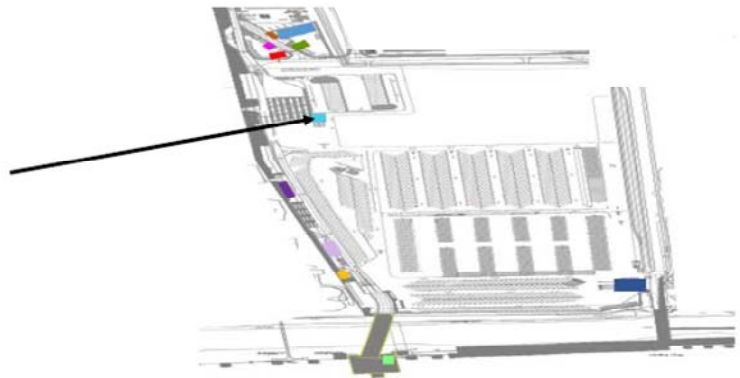


- Tilbury2 Welfare building
- Tilbury2 Plaza building
- Tilbury2 Loadmasters building



- List of First Aiders names can be found on the Buildings walls
- If you have had an accident you will need to make an entry into the accident book
- The accident book is located in the Plaza building

INTELLIGENT PUBLIC ACCESS DEFIBRILLATOR

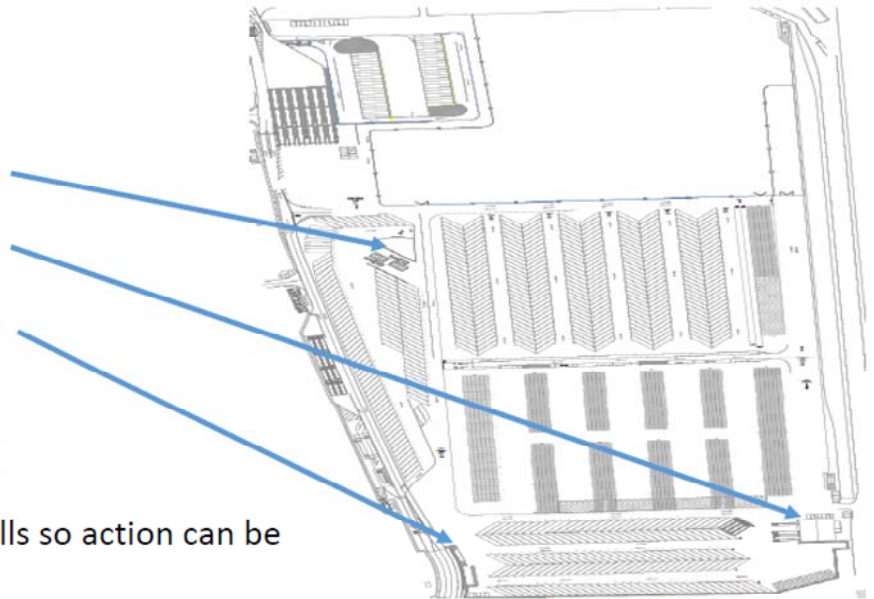


- Located at the Plaza building
- This Product can be easily used by laypersons or those who are not trained how to use the Fully-automated External Defibrillator.
- Pictorial Instructions are on the inside of the casing, a voice guide and voice instructions.



TILBURY2

SPILL KIT



- Report oil/diesel/cargo spills so action can be taken immediately
- **Plaza building: 01375 852400**

DIALLING PORT POLICE IN AN EMERGENCY

- Your call will be answered by a Station officer who asks-
Emergency, which service do you require? FIRE, POLICE or AMBULANCE?

- If it is a medical emergency they will ask a series of questions;

‘what’s the telephone number you are calling from?’

You answer; **Your telephone number or Plaza building 01375 852400**

‘what’s the exact location of the emergency?’

You answer; **Plaza Building, Tilbury 2, Fort Road, West Tilbury, TILBURY, RM18 8UL**

‘what has happened?’

‘how many people are involved?’

‘what is the age, gender and medical history of the patient?’

‘is the person conscious or unconscious, breathing or not breathing?’

‘what part of the body was injured?’

‘is there serious bleeding?’

‘does the patient have chest pains?’

‘if there has been an assault, is the area safe?’

‘is anyone trapped?’

You answer; **calmly & clearly to the above**

- **EMERGENCY CONTACT - Port Police: 01375 846781**



TILBURY2

PROCEDURES

A VBS Booking is required to gain Entry into the New T2 Terminal Operations area, and Forth Ports offer Hauliers the choice of several options, namely Remote Bookings in advance of Arrival via either Desktop or Mobile, or alternatively after arrival at either Booking Office or Self Service Kiosk. (Further documentation will be provided on all these options.)

In relation to Haulers waiting until arrival on the Terminal to attain their VBS Booking then please refer to the H&S Guidance provided below.

Inbound gate process

1. Once in the lorry park please apply the vehicles handbrake, turn off your engine, and walk to either the **booking office** or **self-service kiosks** utilising the designated walkways.
2. Ensure you have the necessary information regarding container/trailer details to provide to the booking in clerk or to enter yourself at the self-service kiosks.
3. Port of Tilbury clerk will create the VBS booking and give you a receipt with the VBS number, otherwise if using self-service kiosk you need to note your VBS number.
4. Return to your vehicle and proceed to the canopy lanes.
5. Stop at the barrier.
6. Confirm the vehicle registration number that is displayed on the portal screen.
7. Enter the VBS booking number.
8. All loaded container/trailer for export will have a seal check at this point by the security officer. (All laden unsealed exports will be subject to search and seal before entering the terminal)
9. If there is any issues with your booking this will be displayed on the portal screen and you must then use the intercom to speak to the booking in clerk.
10. The portal will ask if you require a paper receipt confirming the collection and drop off details.
11. Press the portal screen to open the barrier.
12. **More information can be found in the step by step VBS haulier guide.**

Container/Tanks drop off & collection

13. Follow the container signs to the haulier rank.
14. Wait for an available rank bay.
15. When in a rank bay exit your vehicle and Undo your twistlocks.
16. Wait for an available Lift off/on bay.



TILBURY2

17. When a designated lift off/on bay is available, proceed and park in the designated lift off/on bay.
18. Once in the designated lift off/on bay please apply the handbrake, turn off your engine.
19. Stay in your vehicle unless asked to exit by Tilbury2 staff.
20. When outside your vehicle in the designated lift off/on bay, stand next to the cab of your vehicle and in eye contact with the reach stacker operator.
21. **When loading has been completed and the Reach Stacker has moved away you can now exit your cab and secure your twistlocks.**
22. Hauliers must not leave the loading/unloading bay until you have been given permission by the reach stacker operator.
23. Follow the signs to the exit.

Trailers

24. Follow the signs to the designated trailer bay on your VBS booking.
25. Drop the trailer in the designated bay.
26. If the trailer bay is not available park in the next available bay and inform the Plaza building **01375 852400**.
27. Collect the designated trailer.
28. Follow the signs to the exit.

Outbound

29. Proceed to the exit lanes and stop at the barrier.
30. The system electronically checks if all loading/unloading has been completed.
31. If there is any issues with your booking this will be displayed on the portal screen and you must then use the intercom to speak to the booking in clerk.
32. Press the portal screen to open the barrier.

Re-Checks

33. When a recheck is required, press the intercom to speak to the booking in clerk.
34. Drive out through the exit lane and park in one of the designated re-check bays in the lorry park.
35. Proceed to the booking office to see a member of Port of Tilbury staff who will complete the re-check.

Import self-drives

36. Drive off the vessel and follow the link span into the Terminal.
37. Proceed through the Cyclamen Portal.
38. If the Cyclamen alarm sounds the barrier will close and you will be directed to the Cyclamen examination shed by Border force staff.
39. Proceed along the main roadway and park in the self-drive checking bay.
40. Once cleared by the Border force proceed back onto the main roadway and exit through the barrier.



TILBURY2

HGV Haulier breakdown procedure



41. The driver of the broken down unit must contact the Plaza building on: **01375 852400**.
42. Give as much information to the Plaza building as possible including vehicle location, and if the vehicle is blocking any road/access. The Terminal will then be able to arrange the appropriate traffic management.
43. The driver of the broken down unit must then liaise with their own mechanic to organise the repair.
44. The driver of the broken down unit **MUST** stay with the vehicle and not walk around the terminal.
45. The mechanic must park within the designated car and van bays within the haulier park.
46. Mechanic must use designated walkway to the Plaza building.
47. Mechanic must bring photographic I.D each time they attend the Plaza building.
48. Mechanic must attend the Plaza building and report to Tilbury2 staff to obtain a temporary pass.
49. In conjunction with the mechanic, Tilbury2 staff will issue a 'Permission to work' form to the mechanic in order to allow access into the Terminal.
50. Mechanic to ensure the temporary vehicle pass is displayed on the dashboard of the vehicle.
51. Mechanic to drive to lane 1 in the canopy and show the temporary pass to the security officer.
52. Mechanic will proceed through the entrance barrier and drive to the agreed location of works.
53. Mechanic must remain within the vicinity of the agreed location.
54. On completion mechanic must report to the Plaza building to return the 'Permission to work' form and sign out.
55. Tilbury2 staff will stamp the temporary pass to confirm the mechanic can exit the Terminal.
56. Mechanic will proceed to the exit barrier and submit the temporary pass to the ISPS Officer in order to exit the Terminal.



TILBURY2

SITE RULES



No Children under the age of 16 are allowed on site.



No Unauthorised passengers.



No Animals.



All hauliers must produce photographic identification (i.e. passport or driving licence) when requested to do so by Police/Security.



Police/Security/Border Force Officers have the authority to stop and search all persons and vehicles entering or leaving Tilbury 2. This may include the opening of empty trailers and containers. Please assist them with this task.



Hauliers must not exceed the 20 MPH speed limit.



Wear your hi-visibility clothing.



Wear your suitable footwear.



Wear your seatbelt.



Hauliers are not permitted to walk around the terminal and must remain in the vicinity of their vehicle/trailer at all times.



Mobile phones must not be used when operating a vehicle.



No Music headphones.



24hr CCTV is in operation.



Smoking & E-cigarettes in designated smoking shelters only.



No Intoxication of any kind.



No Littering.



No Photography or filming.



No Unauthorised parking.

- TILBURY2 will NOT tolerate physical or verbal abuse towards Port staff
- The Road and Traffic act (Highway Code) applies at all areas within Tilbury2
- Instructions by Tilbury2 staff/Officials must be obeyed at all times
- CUSTOMER SERVICES/ACCIDENTS/INCIDENTS CONTACT: **01375 852400**
- EMERGENCY CONTACT - Port Police: **01375 846781**