TILBURY2

P&O FERRIES

CUSTOMER COMMUNICATION

Future New Tilbury2 RoRo Terminal

A. Introduction

Further to the initial two previous communications provided then hopefully as you may appreciate the COVID-19 restrictions have impacted our original plans. However as T2 falls within the Critical Sectors arena we have continued to progress our preparations and have been regularly reassessing the situation in the interim before committing to any further formal communications.

Having now attained the necessary clarity on the situation then please find below a further update and revised communications schedule based on what will now be a May Go Live with the specific weekend in May still to be finalised and will be communicated and confirmed in due course with a 2 week notice period provided.

In addition to the re-scheduled Go live date for the Terminal there have been **a few important changes** to some of the system related aspects and options available aimed at further streamlining the process and providing further support for social distancing restrictions and would request that this communication is viewed as replacing the previous Communication rather than as a follow on

B. Summary of Booking in Procedures

We will now be offering 3 approaches to Booking-in at the Terminal, all of which are dependent on a prior booking from P&O existing in our system:

1. Remote VBS bookings (via Desktop or Mobile App)

Hauliers to create VBS Booking in advance, thereby allowing drivers on arrival to proceed directly to the Terminal entry lanes, minimising social interaction and time at Terminal.

> **Interested in Option 1? –** A '**VBS Haulier Account'** is required and further follow will be taking place.

2. Self-Service Booking

On arrival Driver parks up and rather than go to the Booking office (see below), can use 2 separate self-service kiosks to create their own Booking before proceeding to the Terminal) entry lanes.

> **Interested in Option 2? -** Attached with this communication is an **English version** of multilingual guidelines that will be available at the Terminal

3. Booking in Office

For this option driver would on arrival park up and proceed to the Booking in office in a similar manner to current practice, where they will fill in a Booking in Slip and hand to Booking Office staff who will create their VBS Booking to allow them to then proceed to the entry lanes. (Any Booking + All Hazardous)

For Option 3 above then as stated all Hauliers arriving at the terminal will be able to park up, and proceed to the Booking in office similar to current practice.

> Details of this option are provided on the next page

> *In case of any **Dangerous Goods** being received then in order to gain entry to the Terminal these will **all** require **appropriate paperwork** to be presented for checks **at the Booking in Office**, regardless of the option used*

The new booking in procedure will be as follows:

3a   Driver **completes booking in slip** and passes to booking in clerk

3b   The **Booking in Clerk will then proceed to create a VBS Booking on the System that will allow** Entry to the Terminal. The VBS Booking Reference will be written on 'Booking in slip' and returned to the driver.

3c   Driver will then **return to their vehicle** and **proceed** to one of the **six Entry Lanes** for access to the Terminal

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ADDITIONAL NOTES

During the creation of a VBS Booking (Regardless of the Option being used**)** all the required validations will automatically take place to ensure a smooth and deficient visit to the Terminal.

For **Imports** this includes **checks that unit is**:

- Landed in the Terminal
- Customs cleared
- Has no other Holds
- The PIN entered by driver matches the system

Similarly for **Exports** the correct details will require to pre-exist in the system.

Should **any of these conditions** fail then **an authorisation to proceed will not be generated** and **entry to the Terminal will not be possible**

*** **Forth Ports website** has an **on-line enquiry capability** that can be used **to check the status** of any units

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C. Procedures within Automated Entry Lanes

With **a valid VBS Booking** drivers will then proceed in their vehicle **to the automated entry lanes** where they will be required to use a touch screen kiosk to attain access to the operational area of the Terminal.

The process for this stage will be as follows:

a)   **Drivers** will initially be required to **enter** their **Vehicle Registration** to **initiate** the process at the **Kiosk**.

b)   **Drivers** will then **be prompted to enter their VBS Booking Reference.**

c)   The system will then **display the Export / Import units for confirmation** by the driver before moving to a 'Unit Checks Screen', which will **remain for a period dependant on whether seal checks are required or not**

d)   If a seal check is not required then the holding screen will only briefly appear before moving to final screen, **otherwise the holding screen will remain until a seal checker completes this check before automatically moving to final screen**.

e)   The **final screen confirms the gate process is complete and a ticket will be printed** with the locations for the driver to proceed to. Once the driver **retrieves the ticket and pressed OK** to confirm then the barrier will open allowing entry.

ADDITIONAL NOTES

Should any difficulties arise at Entry Kiosk an intercom button is available for assistance from the Booking in Clerks that have full access to see the Kiosk screen from their office

Haulier packs will be provided in advance which will include all procedures and the New terminal layout and areas for which supporting signage will be in place within the terminal.

An English version of the Driver Guidelines for the Entry Kiosk is attached with a number of other multilingual versions available

D. Procedures within Exit Lanes

On completion within the Terminal drivers will proceed to the exit lanes and again will require to enter their vehicle registration to initiate the relevant checks which once successfully completed will result in barrier raising allowing exit from the Terminal

E. Transition

An approach to the transition has already been discussed and agreed for the appropriate May Go live weekend that has yet to be finalised and more definitive details on that will be provided in due course in advance of the Go Live. Regarding the Transition itself we will be doing our best to minimise any potential disruption to our Customers during the Transition period

CUSTOMER COMUNICATION SCHEDULE			
Week Commencing	**Coms Number**	**Coms Details**	**Status**
09/03/2020	No 1	Initial Statement of Intent to Haulage Community	Complete
06/03/2020	No 2	Booking in Procedures and Terminal Entrance / Exit Procedures and Guidelines with indication of transition date	Complete
28/04/2020	No 3	Revision to Communication No 2	Complete
05/05/2020	No 4	Further Communication regarding specifics on both system and procedural aspects of the New Terminal from a Haulier perspective	Planned
XX/XX/XXXX	No 5	2 weeks before Go Live - Official confirmation of Transition date and details of specifics of transition re-affirming key points of detail on the new Terminal processes	Planned
XX/XX/XXXX	No 6	Final Communication prior to Go Live	Planned