

# Haulier Gate Information Pack



**April 2024**

## WELCOME TO TILBURY2

### OPENING TIMES

	Trailer Traffic	Container / Lifting Traffic
<b>Sunday</b>	Opens 06:00	Opens 06:00
<b>Monday</b>	24 Hours	24 Hours
<b>Tuesday</b>	24 Hours	24 Hours
<b>Wednesday</b>	24 Hours	24 Hours
<b>Thursday</b>	24 Hours	24 Hours
<b>Friday</b>	24 Hours	24 Hours
<b>Saturday</b>	24 Hours	Closes 01:30  Reopens 06:00 – 21:30

### DIRECTIONS

From M25 Motorway, Junction 30 exit the motorway on to east-bound A13

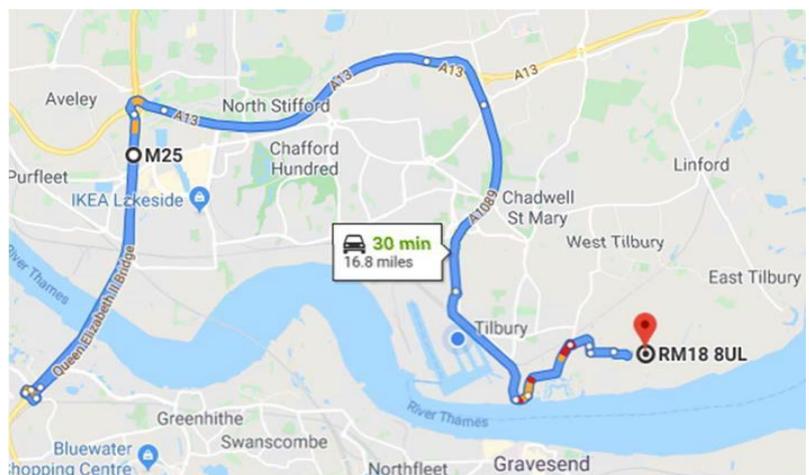
After Junction for Grays, move to left lane to exit onto A1089 signposted Tilbury Docks

At the roundabout at end of A1089 exit onto St Andrews Road (3<sup>rd</sup> Exit – Straight Ahead)

On St Andrews Road use Left Lane and proceed straight towards Tilbury2 Terminal

Follow local signage towards Haulier Parking / Terminal Gate

**What3words:** mixer.email.until





## HAULIER AMENITIES AND ENTRY TRAFFIC ROUTES

### Haulier Vehicle Route

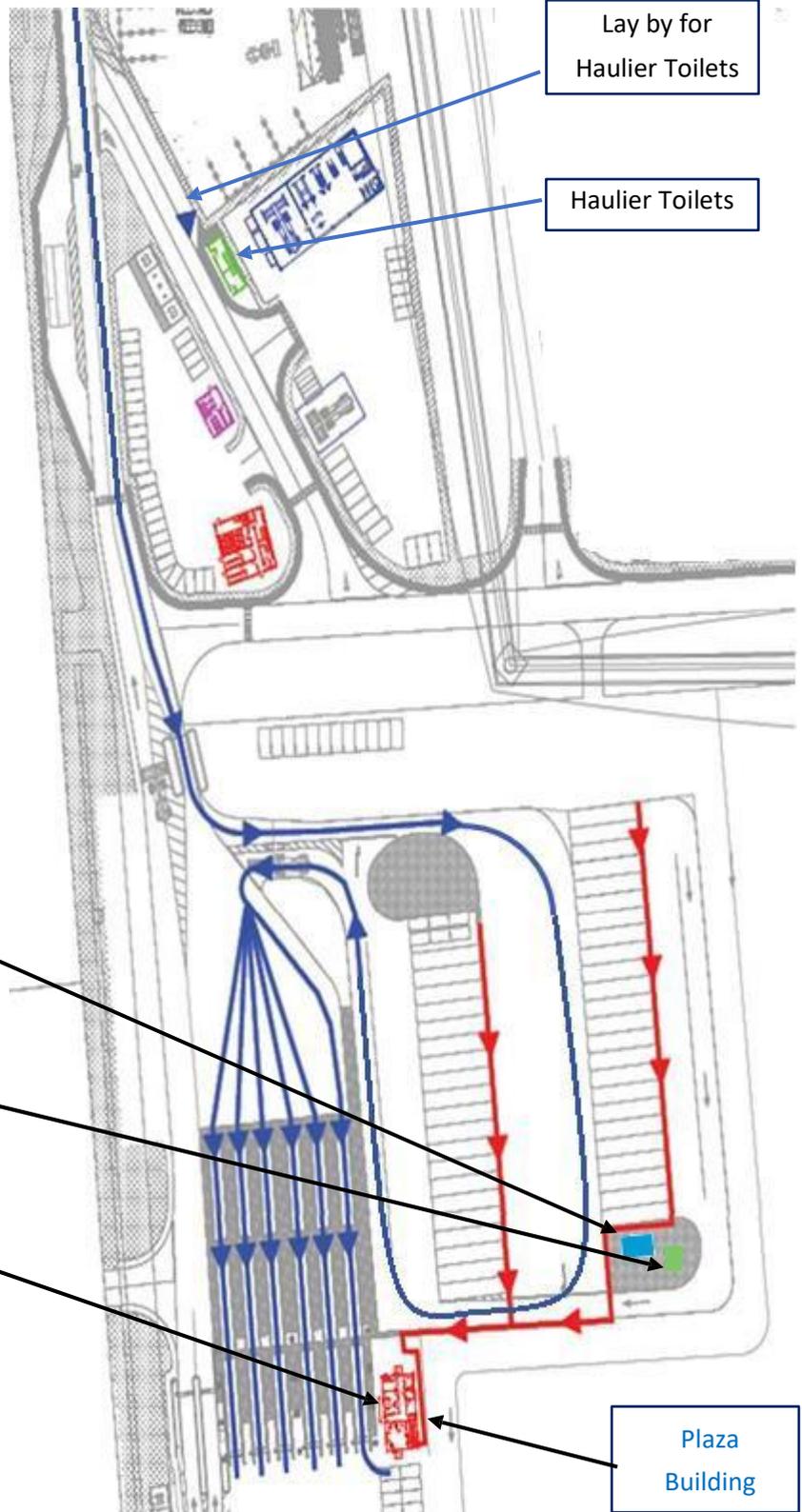
Please park in designated bays only

*(Haulier with VBS booking can proceed direct to entry lanes)*

### Haulier Pedestrian Route

Please use designated walkways to

Plaza Building





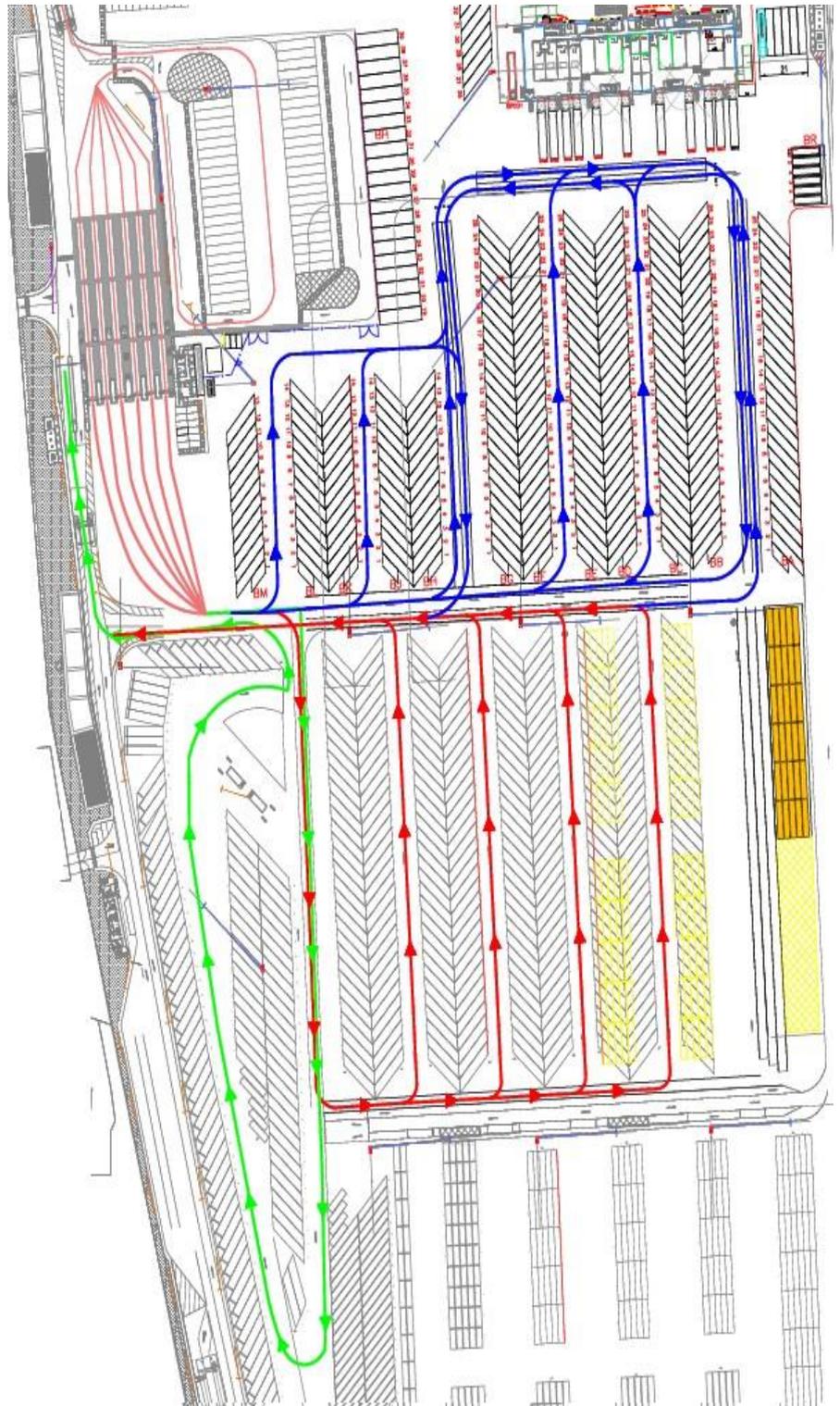
## TRAILER ZONES – BLUE, RED & GREEN ZONES

After completing gate entry proceed forwards towards Terminal turning left at the main roadway towards the trailer zones

Follow the directional arrows along the main roadway.

Each Colored Zone and Trailer block can be accessed through a One Way System as shown right

If you are collecting from a different block/zone please return to the main roadway and follow the directional arrows





# TILBURY2

**SAFETY  
FIRST**

1TEAM 1GOAL

## YELLOW CONTAINER & BLUE RAIL ROUTES

Follow the directional arrows along the main roadway.

Follow correct lane for container collection  
Rail or LBO.

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.





### MAIN ROUTE FOR VISTORS TO VESSELS

This traffic flow is the new route to vessel  
Or for parking at link span  
as old route is exit only.

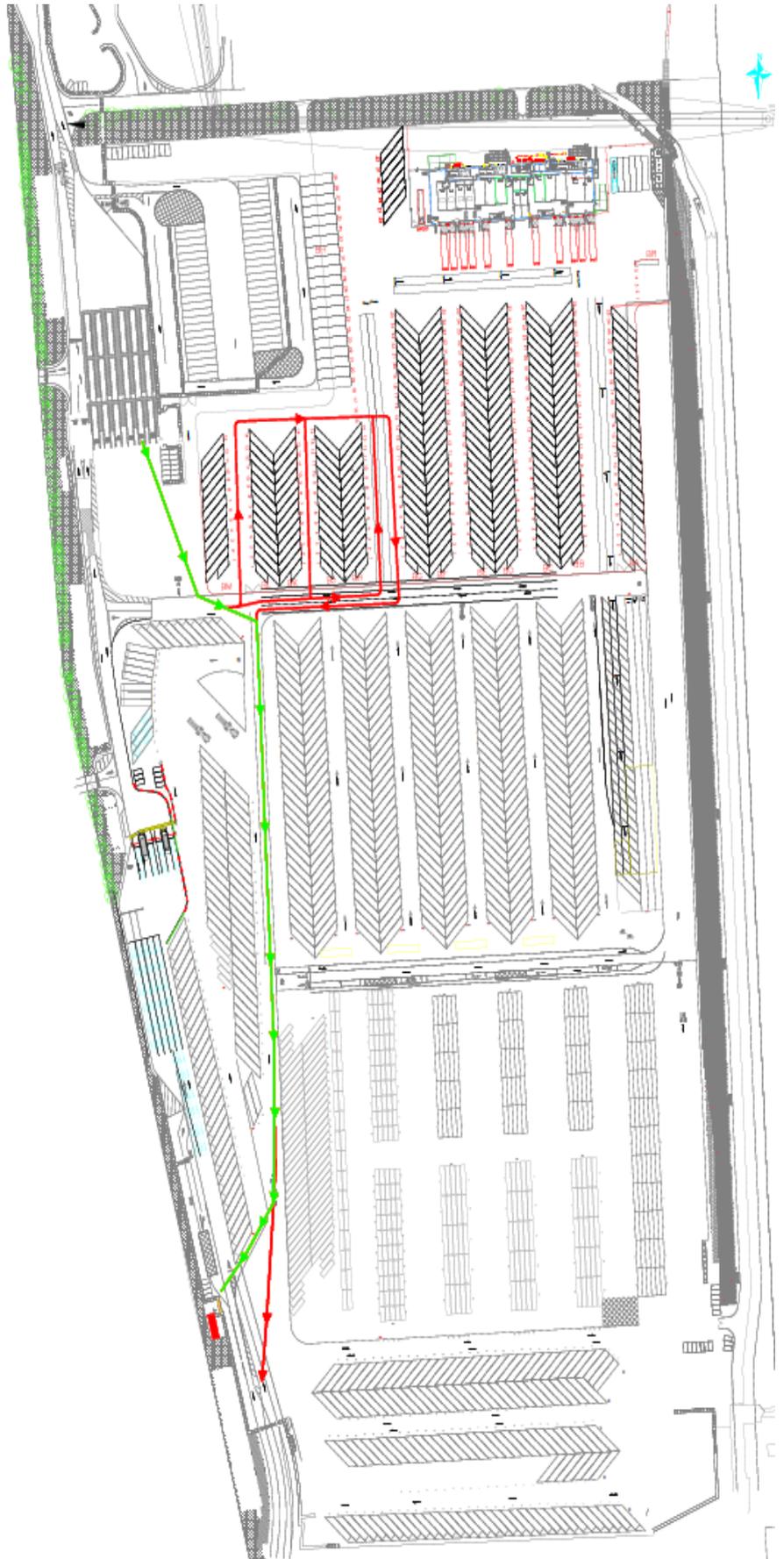
Remain cautious of port  
plant and exiting vehicles.





### SDV ROUTE - EXPORT

SDV'S please follow red route for blue zone parking & route to vessel once called



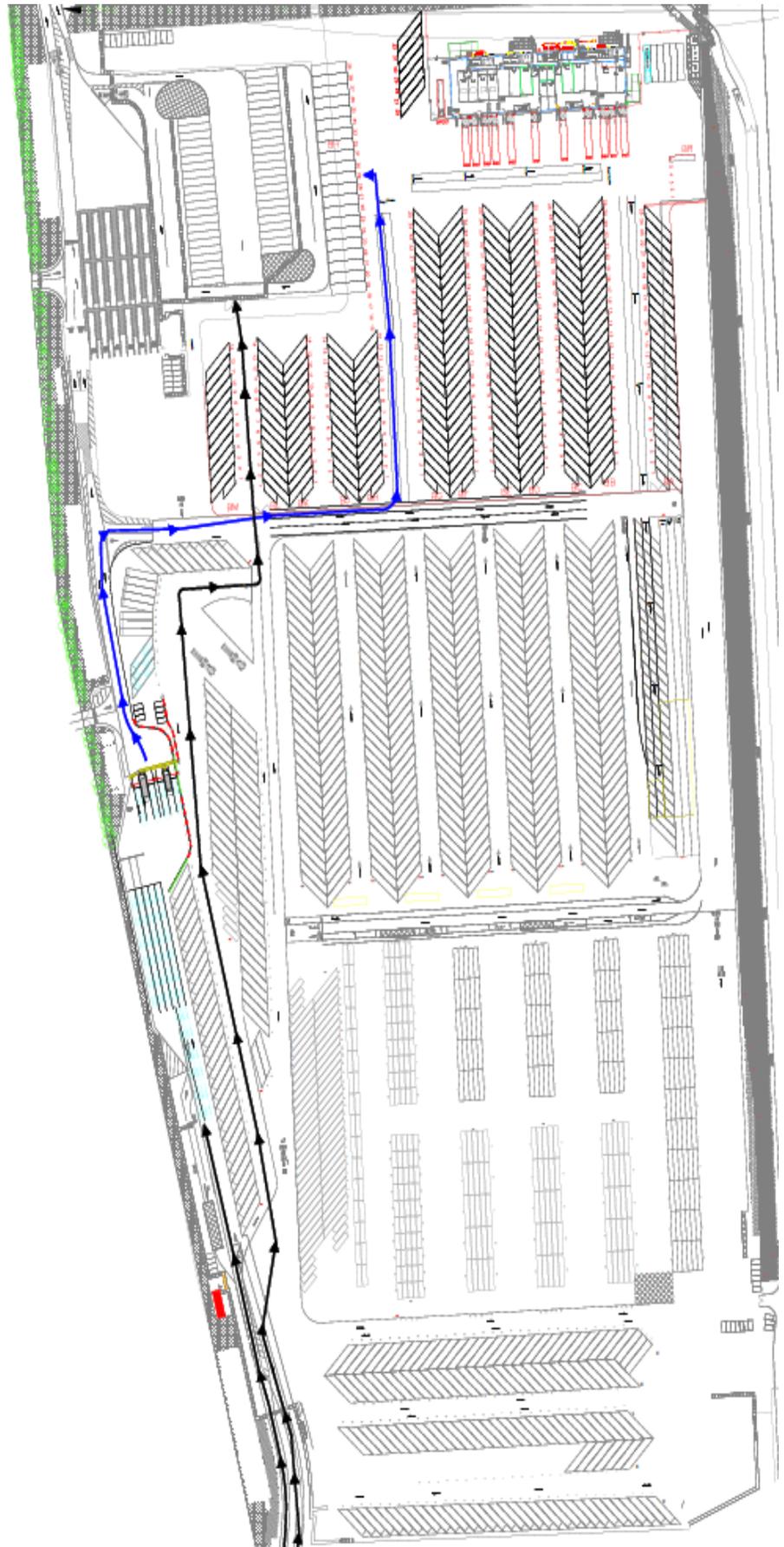


### EUROPORT/ZEEBRUGGE – IMPORT

**SDV's Terminal Exit routes**  
Follow blue line to PCP  
then straight on to exit.

**Continue to follow blue**  
**line for further boarder**  
**checks/holds.**

**Follow black line for wide**  
**loads over 3.5mtrs.**





# TILBURY2

## PROCEDURES



A VBS Booking is required to gain Entry into the Tilbury2 Terminal Operations area, and Forth Ports provide Haulier a choice of several of

- Remote Bookings in advance of Arrival via either Desktop or Mobile App
- Upon Arrival at either Plaza Booking Office or Self Service tablets

### 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 tablets utilizing 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 tablets.
3. Subject to a valid booking and a correct collection PIN number the Port of Tilbury clerk will create the VBS booking and give you 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 are any issues with your booking this will be displayed on the kiosk screen and you must use intercom to speak to the office.
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. Container/Tanks Hauliers
  - a. Follow the container signs to the haulier rank.
  - b. Wait for an available rank bay.
  - c. When in a rank bay exit your vehicle and Undo your twist locks
  - d. Wait for an available Lift off/on bay.
  - e. When a designated lift off/on bay is available, proceed and park in the designated lift off/on bay.
  - f. Once in the designated lift off/on bay please apply the handbrake, turn off your engine.
  - g. Stay in your vehicle unless asked to exit by Tilbury2 staff.
  - h. 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.
  - i. When loading has been completed and the Reach Stacker has moved away you can now exit your cab and secure your twistlocks.
  - j. Hauliers must not leave the loading/unloading bay until you have been given permission by the reach stacker operator.
13. Trailer Hauliers
  - a. Follow the signs to the designated trailer bay on your VBS booking.
  - b. Drop the trailer in the designated bay.
  - c. If the trailer bay is not available park in the next available bay and inform the Plaza building and press intercom at exit of bay change
  - d. Collect the designated import trailer if required
14. Follow the signs to the exit.



## **OUTBOUND GATE PROCESS**

15. Proceed to the exit lanes and stop at the barrier.
16. The system electronically checks if all loading/unloading has been completed.
17. 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.
18. Press the portal screen to open the barrier.

## **RE-CHECKS**

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

## **IMPORT SELF-DRIVES / ACCOMPANIED**

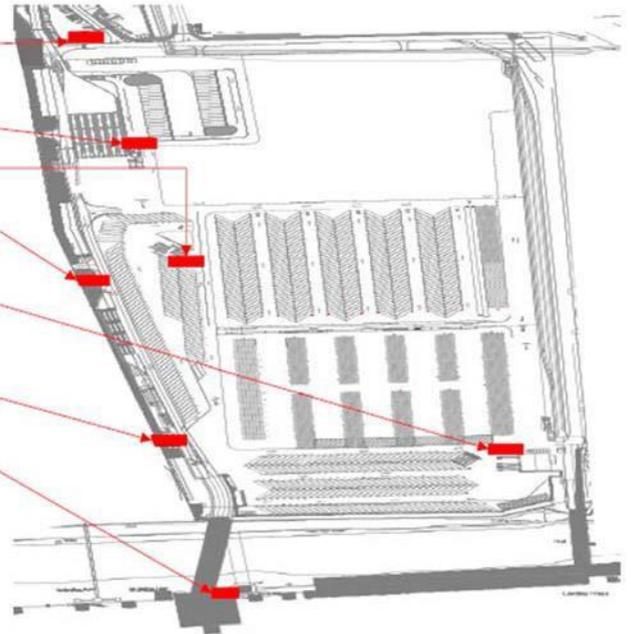
22. Drive off the vessel and follow the link span into the Terminal
23. Proceed through the Cyclamen Portal
24. If the Cyclamen alarm sounds the barrier will close and you will be directed to the Cyclamen examination shed by Border Force staff
25. Proceed along the main roadway and park in the self-drive checking bay on the left
26. Once cleared by the Border force proceed back onto the main roadway and exit through the barrier
27. Check with P&O that you are customs cleared in DESTIN8 prior to approaching the exit barrier as it will not open if not customs cleared



## FIRE EXTINGUISHERS



- Tilbury2 Welfare building
- Tilbury2 Plaza building
- Fuel station
- UKBF Drivers reception/ clandestine 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

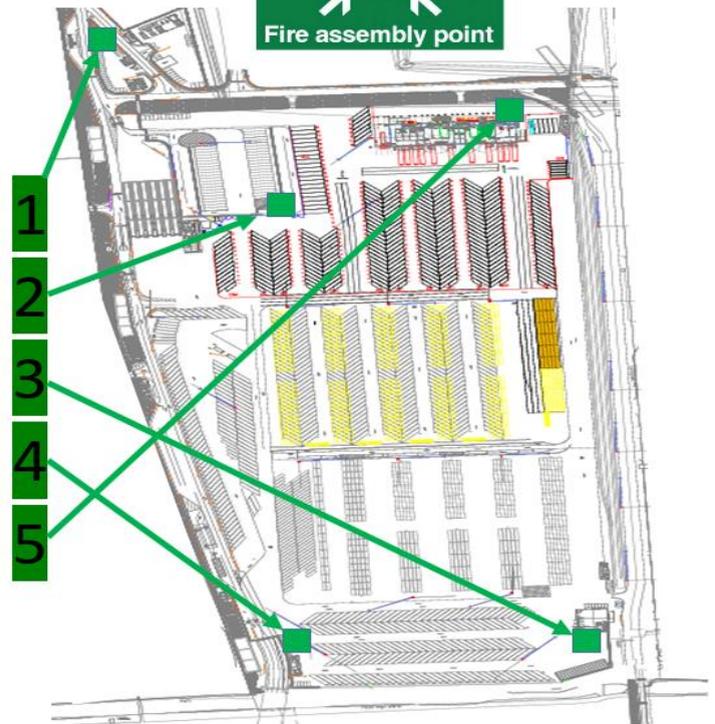
1 Welfare car park

2 Haulier lorry park

3 UKBF facility

4 Linkspan

5 BCP car park

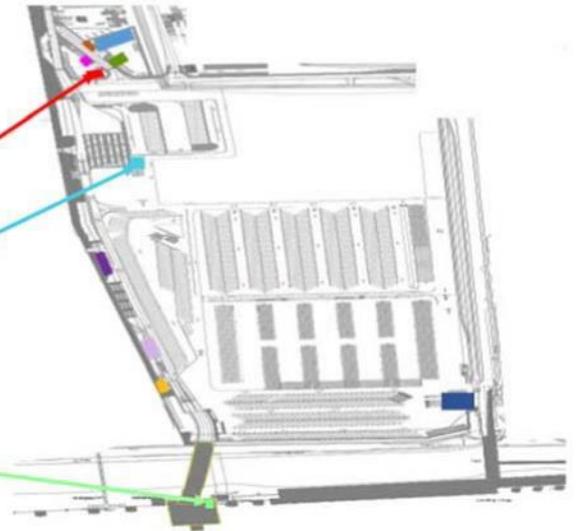


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## FIRST AID BOXES

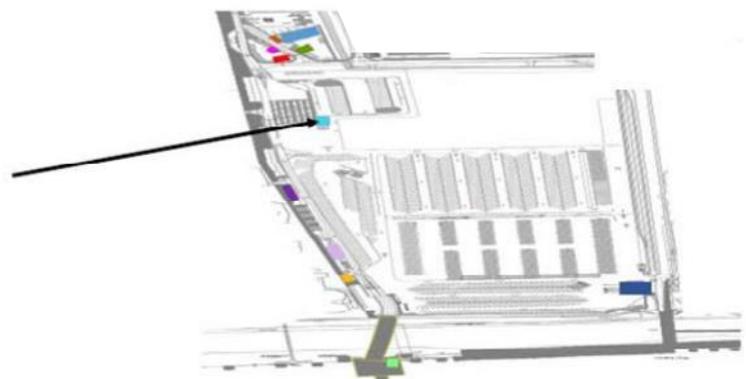


- Tilbury2 Welfare building
- Tilbury2 Plaza building
- Tilbury2 Loadmasters building



- 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.



## SPILL KIT LOCATION

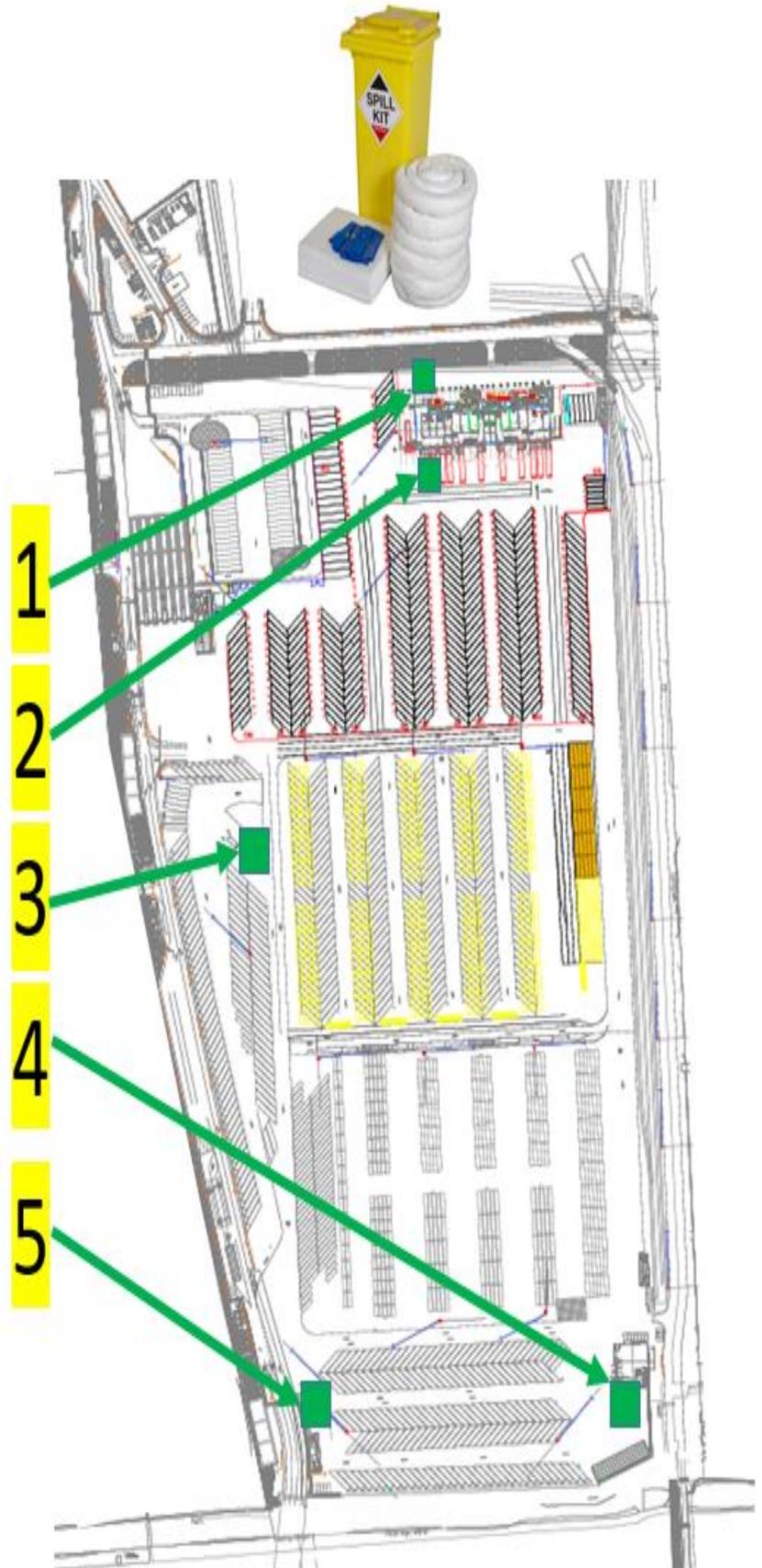
**1** BCP car park

**2** BCP load bays

**3** fuel station

**4** UKBF facility

**5** Linkspan





## DIALLING PORT POLICE IN AN EMERGENCY

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

Your call will be answered by a Station officer who will ask

- Emergency, which service do you require? FIRE, POLICE or AMBULANCE?

State which emergency Service is required

- What's the telephone number you are calling from?

Your telephone number or Plaza building 01375 852400

- What's the exact location of the emergency?

Plaza Building, Tilbury2, 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?



## HGV Haulier breakdown procedure

1. The driver of the broken down unit must contact the Plaza building on: 01375 852400
2. 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
3. The driver of the broken down unit must then liaise with their own mechanic to organise the repair.
4. The driver of the broken down unit **MUST** stay with the vehicle and not walk around the terminal. The mechanic must park within the designated car and van bays within the haulier park.
5. Mechanic must use designated walkway to the Plaza building.
6. Mechanic must bring photographic I.D each time they attend the Plaza building.
7. Mechanic must attend the Plaza building and report to Tilbury2 staff to obtain a temporary pass.
8. 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.
9. Mechanic to ensure the temporary vehicle pass is displayed on the dashboard of the vehicle.
10. Mechanic to drive to lane 1 in the canopy and show the temporary pass to the security officer.
11. Mechanic will proceed through the entrance barrier and drive to the agreed location of works.
12. Mechanic must remain within the vicinity of the agreed location
13. On completion mechanic must report to the Plaza building to return the 'Permission to work' form and sign out.
14. Tilbury2 staff will stamp the temporary pass to confirm the mechanic can exit the Terminal.
15. Mechanic will proceed to the exit barrier and submit the temporary pass to the ISPS Officer in order to exit the Terminal.

## 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-



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**