

This information is intended to ensure a haulage operator, or driver, can safely deliver to or collect from the Port of Felixstowe.

This includes:

- Gate Opening hours
- RHIDES – Driver Identity Card
- Vehicle Booking System (VBS)
- Container Release Information
- Terminal Gate process



GATE OPENING HOURS

Trinity Terminal

South Gates open:

23:00 Sunday to 14:30 Saturday
(24 hrs. between these times)

North Gates open:

Monday to Friday 07:00 to 18:30

Berths 8&9

Open:

23:00 Sunday to 14:30 Saturday
(24 hrs between these times)

RHIDES DRIVER IDENTITY CARD

Full details for RHIDES are available at www.rhides.com. All hauliers entering the port must have a RHIDES card. To obtain a RHIDES card:

- The haulage company registers at www.rhides.com
- Port of Felixstowe will then send the haulage company logon details and a user guide
- Haulage companies are advised to apply for their driver(s) permanent card prior to their first visit to the Port
- The driver collects their RHIDES card from the Port Pass Office with two forms of identification
- The Pass Office is open between 07:00 and 18:00hrs, tel: 01394 604830. A limited out of hours service is available, please report to the Port Police Station

Please note that the RHIDES card remains the property of the driver once issued and companies can remove drivers from their list or 'adopt' them if they change companies

VBS VEHICLE BOOKING SYSTEM

Detailed information about VBS is available at: <http://vbs.portoffelixstowe.co.uk>

Every driver going to the container terminals must have a VBS Booking Number to visit the Port of Felixstowe. Bookings are made in one hour periods and must include the container numbers that the driver will be delivering / collecting during the visit. The system checks that all the containers are actually ready before it allows them to be added to a booking. This minimises driver rejections at the gate. It is essential that the driver has their VBS booking number, arrival window and release information (if needed) before arriving at the Port.

CONTAINER RELEASE INFORMATION

To validate that a driver is permitted to collect their container, we require one of three forms of release confirmation – PIN number, RHIDES card or the registration of the vehicle collecting the container. This identification must be entered into our system by the agent or shipper and given to the driver. The driver must provide the PIN, Vehicle Registration or RHIDES card on arrival at the port before being permitted to collect their container.

The system used by agents to enter this information is Destin8.

For more information go to: www.destin8.co.uk or www.mcpplc.com

TERMINAL GATES PROCESS

Go to the correct Terminal

Follow the signs or your map to:

- Trinity or Berth 8&9 – Container terminals
- Dooley – Ro-Ro terminal

The agent will confirm the terminal or you can check on our website at:

<http://app.portoffelixstowe.co.uk/frmContainerEnquiry.aspx>

You will be re-directed if you go to the wrong terminal.

Have all information ready

At the in-gate, you will need:

- A valid RHIDES card for you and any essential passengers
- VBS Booking Number
- Container Number(s)
- PIN or Vehicle Registration Number for release of collections
- Completed and signed Dangerous Goods Note(s) when required, with relevant placards on the container
- A high visibility jacket (yellow or orange) and safety helmet

Collections only

If arriving with an empty trailer, you should use the Self Service lanes:

- Trinity South In-gate – Lanes 7 & 8
- Berths 8&9 – Lanes 6 & 7

These lanes have driver consoles with touch screen, RHIDES card reader and hand scanner so you can 'in-gate' yourself.

The Self Service console will print a job slip for each container you are collecting.

Deliveries (with or without Collections)

For export deliveries use the following lanes:

- Trinity South In-gate Lane 1 to 6
- Trinity North In-gate Lane 1 to 5
- Berth 8&9 In-gate Lane 2 to 5

When you arrive under the Gate canopy:

- Switch off the engine, get out of the cab, give your VBS Number to the clerk and undo twistlocks
- The clerk will process your job. If you have DGNs please provide to the clerk
- Proceed to the Driver Consoles and follow instructions
- Once the details have been checked they will be displayed – please check they are correct
- Upon accepting, remove RHIDES card from the reader
- A job slip will be printed, take this, return to your vehicle and proceed to the location on the slip.

Inside the Terminal

Please ensure that the Traffic Flow and Safety Rules are followed at all times, these are detailed in leaflets available from the Pass Office or via the VBS website.

The haulier should go to the location given on the job slip and wait to be serviced by an RTG (Yard Crane) or an Empty Container Handler. The In-gate system will have notified the Port of Felixstowe driver of your container number and location.

You must stay in your cab and move trailer back or forward to line up with the container handling equipment.

When delivering containers to the Fork Parks, please ensure that the front container has completely cleared the trailer before pulling forward.

Temporary Holding Area (THA)

If the location of a container is busy, the port uses a Temporary Holding Area to marshal hauliers whilst previous jobs are cleared. When a haulier is sent to the THA the job slip will show 'THA' as the location.

Hauliers are held in the THA until the Yard location is available and are called forward in order of arrival.

The THA process is identical on all container terminals:

- On arrival, park in a marked space facing one of the large screens
- Keep checking the screens as the information displayed will scroll round as it changes
- When your registration and job number appear you will see a red cross or a green tick on the left
- When you see the green tick, you have been released; if you have registered a mobile number during the In-gate process a text message will be received
- Exit following the one-way system and line up with the cab height consoles at the exit
- Hold up your RHIDES card to the reader and a job slip will be printed
- Take the job slip with the location(s) for your container

Out-gate

Each terminal has its own out-gate complex. On arrival at the out-gates, hauliers must wait until the traffic light turns green before entering the lane.

Empty Chassis

Trinity Terminal

Use lane 9 and follow the traffic light system, the barrier will lift to allow the vehicle to leave.

Berth 8&9

Use the empty bypass lane and follow the traffic light system. The barrier will lift so the vehicle can leave.

Loaded Chassis

Upon entering a lane, hauliers should switch off their engine. Contact one of the gate staff and provide the job number from the job slip. The clerk will confirm the details of the job and enter the seal number (when accessible). At this time the barrier will raise. Should the barrier not raise, it is likely that a radiation alarm has been detected and Border Force will contact the haulier for inspection. The barrier raising should not be taken as a signal to leave.

When the clerk has completed their checks the haulier should proceed to the driver consoles and place their RHIDES card against the reader. Please check the details displayed on screen and confirm they are correct by placing your RHIDES card against the reader. This is your digital signature which generates an electronic gate pass, allowing you to proceed to the Police Gate.

Police Gate

This is the final check prior to leaving the Port, please stop at the gate. Automatic Number Plate Recognition cameras at the out-gate allow the security guard to cross-reference the driver's containers. If all details are correct, the haulier is free to leave the port.

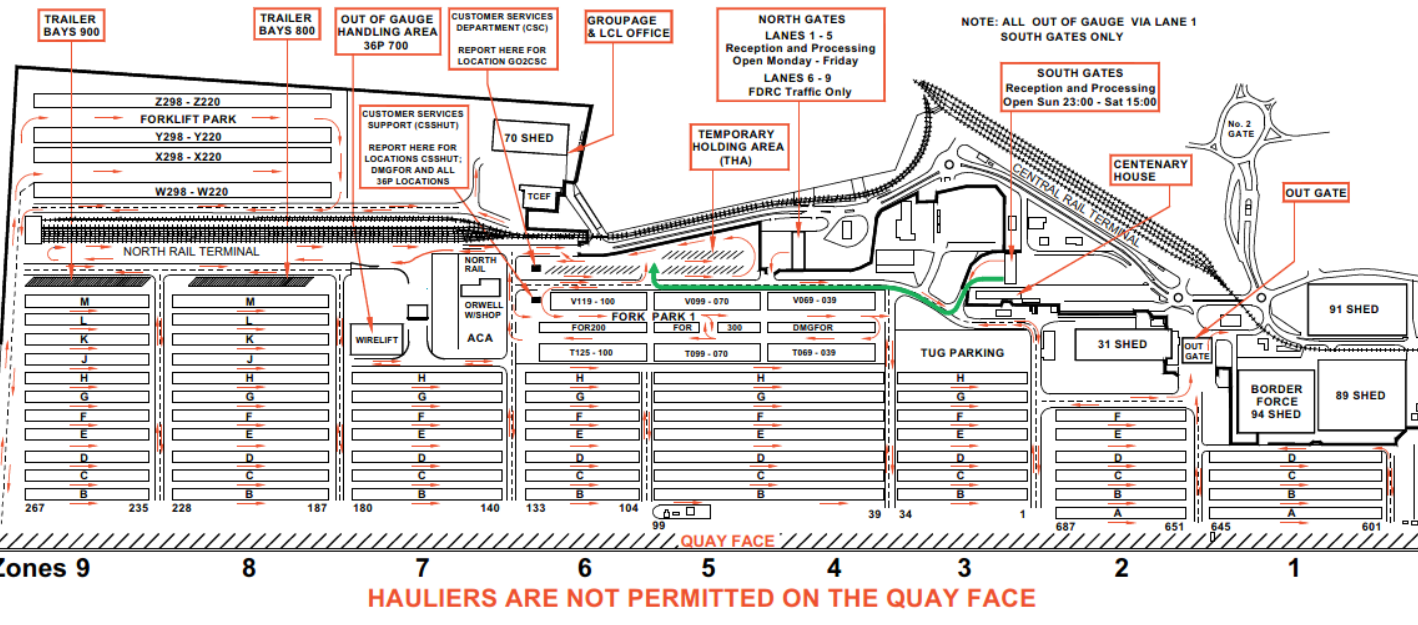
Aborted Deliveries

All loaded vehicles leaving the port must have an electronic gate pass. If a delivery is not completed for any reason, the haulier needs an out-gate pass. This can be done by the haulage company or agent contacting the Customer Service Centre or Police Station by a LUM in Destin8, validated email or by fax, with details of the container, vehicle registration and the reason for an out-gate request.

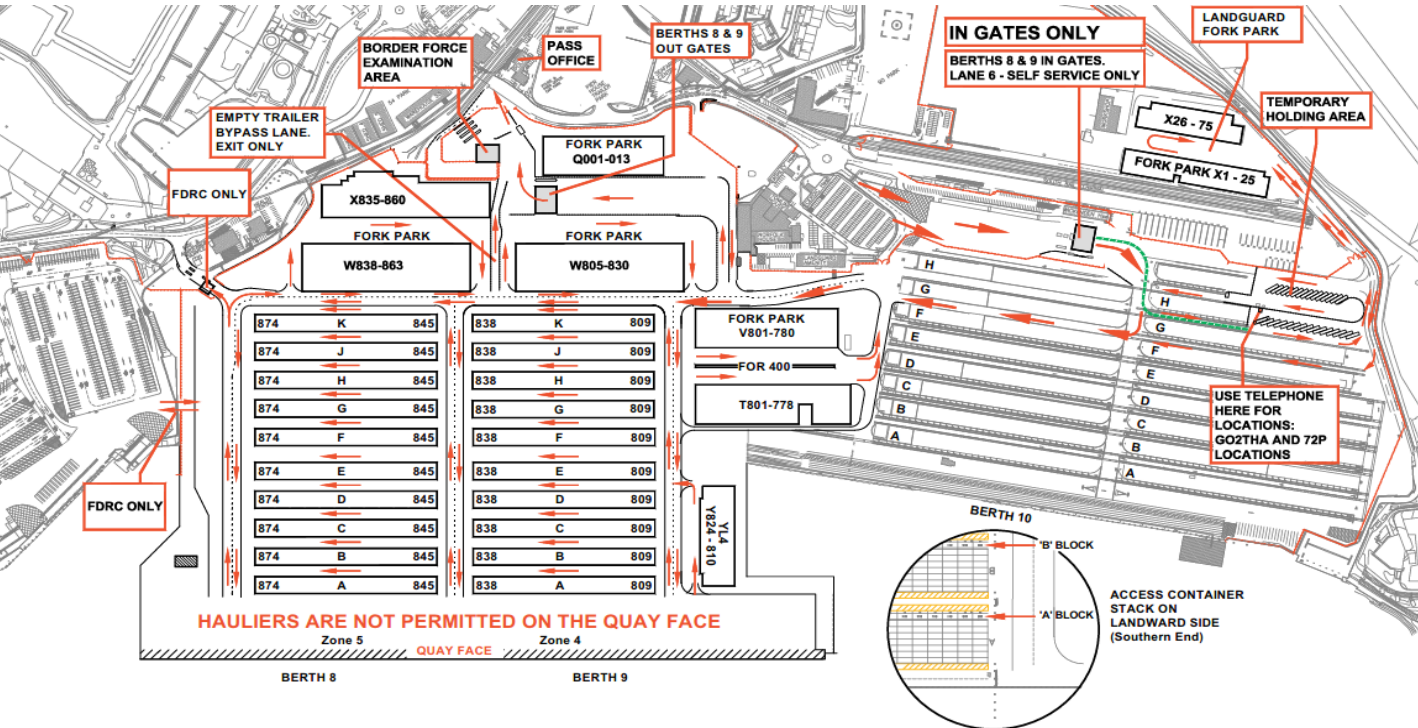
HAULIER INFORMATION

The maps below show the layouts and traffic flow for our two container terminals. Please follow all signs and adhere to the 20 mph speed limit.

TRINITY TERMINAL



BERTHS 8&9



Please note:

- The rules of the Highway Code and Road Traffic Legislation apply within the port and Port Police will conduct vehicle checks and report drivers for traffic offences
- Overnight parking or the taking of breaks whilst in the secure areas are strictly forbidden

IN CASE OF EMERGENCY CALL 01394 604300