

Remember



Hutchison Ports (UK)

A driver can only be on one haulage company's list at a time.

What if a driver loses or forgets their card?

Drivers will be able to get a replacement card if, for instance, their old one is broken or lost, or a 'temporary' card, if they have left it at home (and 'home' is too far away to go and get it). The Port Pass Office will be able to issue new cards using details held about the driver on the system. **The Port will charge for replacement or temporary cards.**

Will the cards need replacing?

Cards have a fixed lifespan of three years, after which they expire. Reminders will be sent out and will appear on the Self Service screens.

Will different cards be needed for different ports?

The Port of Felixstowe is keen to avoid this situation, and as such has made contact with a number of other ports in the UK to share knowledge and discuss solutions to any possible compatibility issues. The card will not carry the HPUK branding and is therefore available for use at other ports if they decide to join.

How secure is the card?

The card is extremely secure, as it utilises a handscan unique to the individual. The card number is recorded against every container, making the individual driver directly accountable, thereby providing a powerful deterrent against theft.



RHIDES

Road Haulier IDentity System



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Frequently Asked Questions...

Hutchison Ports (UK) Limited will be introducing RHIDES biometric haulier identity cards, commencing at the Port of Felixstowe in 2006. Every haulier will need to have a biometric card. This leaflet has been produced to answer the most frequently asked questions.



Why ID Cards?

Hutchison Ports (UK) Limited (HPUK) is introducing RHIDES ID cards to meet the requirements of the International Ship & Port Facility Security Code, whereby all personnel entering a 'Restricted Area' should carry and display ID that can be checked by security staff.

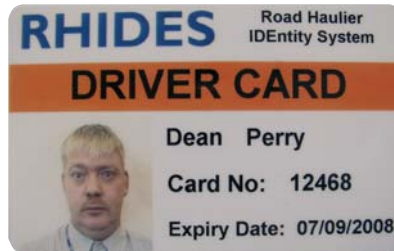
Why biometric cards?

Cards with biometrics stored on the chip are already in use in ports outside the UK. They are unique to

the individual, quick to use, allow automated checks at Self Service and can withstand bad weather and exposure to diesel fumes. At Felixstowe, it has been decided to use a handscan as the biometric data.

How does the system work?

On arrival at the Port, the driver places the card into a reader and their hand on a biometric scanner. If a valid card is presented, the Port's gate control system records the number against the container/s and allows the driver to enter the 'Restricted Area' of the Terminal.



How much will cards cost?

The Port of Felixstowe will not charge haulage companies or their drivers for the cards (although lost/replacement cards will be charged for).

Where can I obtain more information from?

The Port of Felixstowe has set up an e-mail 'Alert' system which will be used to send out updates on RHIDES as well as more general alerts on Port conditions.

To register for this service please go to www.rhides.com

Do I need to do anything now?

Yes, please register with us either via www.rhides.com, or by calling 0870 6204009 or by filling in and returning the tear-off slip on this leaflet. If you do this then we will make sure that you are contacted in good time to get cards for your drivers. If you register via the web we can also send you general alerts.

How will the system be introduced?

Initially, the system will be tested with a group of volunteers and, once any teething problems have been resolved, the Port will increase the volume of drivers using the cards. Once we have established that a robust system is in place, we will set a date for full implementation.

Remember, after the implementation date a **no card no container** practice will be implemented by the Port.

How will the cards be issued?

- Companies will need to register on the RHIDES website (there will also be a manual registration process).
- They will then be able to request cards for their drivers.
- The drivers will be able to go to the Pass Office at the Port where their ID will be checked and their biometric data (handscan) taken. A card will then be issued on the spot.
- This will take about 10-15 minutes.

How long will it take at the gates?

The whole ID check at the gates should take less than 5 seconds.

Will on-line access be available?

Yes, via a secure website. Haulage companies will have access to a list of their drivers issued with ID cards. The website will assist with:

- Lost cards - haulage companies will be able to log on and report lost cards, which will be 'locked' and so cannot be used. If a card is locked, the haulage company will be informed by e-mail.
- Change of employer - haulage companies will be able to add/remove drivers from their lists. When a driver is removed, they become an 'orphan' and will not be allowed onto the Port until another company 'adopts' them.

www.rhides.com

To register your Company for
RHIDES cards, please visit
www.rhides.com

If you do not have Internet access, please
complete, detach and return the form below.

Company Name

Address

.....

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Telephone No.

Contact Name

Number of Drivers

RHIDES

Road Haulier IDENTITY System

For more information visit www.rhides.com or telephone 0870 6204009