

# Breakdown procedures for TTY/8&9

Trinity and Berths 8 & 9 have a large amount of heavy plant operating; therefore the fitter/mechanic will be escorted to all areas other than THA. This also includes Breakdown Recovery Vehicles.

The driver of the broken down unit must contact Customer Services on 01394 604060 as soon as possible. CSC will then inform the Pass Office. If this is not done, a pass cannot be issued.

Passes to the restricted areas of the port (Container terminals) will only be issued to individuals who have completed the Port of Felixstowe Contractors Safety Induction. This induction takes around 30 minutes, is only available during office hours and is valid for three years. To complete the Safety Induction a space will need to be booked with the Port Safety Department on 01394 604721.

The fitter/mechanic will need to attend the Pass Office (Police Station out of hours) to be issued with a visitor pass.

The fitter/mechanic will need to bring photographic ID as well as the Contractor Safety Induction card each time they attend the Pass Office or Police Station to obtain a visitor pass.

## **FAQ:**

Q1:	My Contractors Safety Induction has expired can I still go on to the terminals?
A1:	No. A valid Contractors Safety Induction is required to enter any restricted area on the Port of Felixstowe.
Q2:	Do I need to wait until I have a breakdown to attend to renew my Contracts Safety Induction?
A2:	No. You can call 01394 6074721 during office hours to book your Contractors Safety Induction at any time to ensure you are covered for when you need it.
Q3:	My vehicle has broken down in the THA. Do I need to let anyone know?
A3:	You must advise the customer services on 01394 604060 but you need to liaise with the fitter/mechanic yourself.
Q4:	I have lost my Contractors Safety Induction card; can I still get a pass?
A4:	No. If you have lost your card you will need to contact the safety department during office hours to get a replacement card.
Q5:	Do I need a work permit to access Trinity or Berths 8&9?
A5:	No. The driver needs to inform customer services and they will advise the Pass Office.