

KHALIFA PORT CONTAINER TERMINAL

PORT USERS INFORMATION GUIDE



مرفأ أبوظبي
ABU DHABI TERMINALS



مرفأ أبوظبي
ABU DHABI TERMINALS





CONTENTS

1 TABLE OF CONTENTS

2 INTRODUCTION

2.1 General.....	5
2.2 Abu Dhabi Terminals	5
2.3 Khalifa Port	5
2.4 KIZAD: Khalifa Industrial Zone Abu Dhabi.....	6

3 SAFETY AND SECURITY

3.1 General Policies	7
3.2 ISPS	7
3.3 Safety	7
3.4 Security	12
3.5 IMDG Handling Procedures.....	16

4 PORT LOCATION

4.1 General.....	19
4.2 Maritime.....	19
4.3 Hinterland.....	20

5 CUSTOMER REGISTRATION PROCESS

5.1 Shipping Lines Registration	22
5.2 Importer / Exporter Registration.....	22
5.3 Freight Forwarders / Clearing Agents Registration	22
5.4 Trucking Company Registration.....	23
5.5 Maqta Gateway Registration.....	23

6 CONTAINER TERMINAL ACCESS

6.1 Marine	24
6.2 Berth Booking.....	24
6.3 Shipping Agents	24
6.4 Gate Security Passes	24
6.5 RFID Tags for Container Trucks	25
6.6 Cargo Cut-off Time.....	25

7 KPCT GATE MOVEMENT- PROCEDURES & CONTAINER WORK FLOW

7.1 Gate Movement - Procedures.....	26
7.2 Container Work flows	31



CONTENTS

8 KHALIFA PORT FACILITIES

8.1 General information	35
8.2 Container terminal	35
8.3 Fact Sheet	36
8.4 Operations	40
8.5 Documentation Centre	41
8.6 Container Freight Station (CFS)	41
8.7 Maintenance and Repair Service Providers	41
8.8 Mosque	42
8.9 Food Court	42
8.10 Seafarers Center	42

9 GOVERNMENT STAKEHOLDERS

9.1 Abu Dhabi Customs	43
9.2 Port Immigration	43
9.3 Abu Dhabi Food Control Authority (ADFCA)	44
9.4 Ministry of Climate Change and Environment (MOCCA)	44
9.5 Ministry of Health & Prevention (MOHAP)	44
9.6 Police, including Criminal Investigation Department (CID)	44
9.7 Port Emergency Response	45

10 CONTACT DETAILS

10.1 Khalifa Port Container Terminal (KPCT) opening hours	45
10.2 Emergency Response	45
10.3 Contacts by Departments	45

11 FAQ (FREQUENTLY ASKED QUESTIONS)

11.1 General information	49
11.2 Safety	49
11.3 Security	50
11.4 Government Stakeholders	50
11.5 Marine	53
11.6 Port Access and Gates	53
11.7 Trucking Companies, Operations	54
11.8 Shipping Companies, Operations	54
11.9 Online Services	55



2. INTRODUCTION

2.1 General

The Port Users Information Guide aims to provide an overview of Khalifa Port Container Terminal. It explains the facilities and services available, the port rules and regulations, as well as matters related to communications and an overview of Abu Dhabi Terminals' organization and how you can contact us for further information and other dealings.

Conversely, this is not a manual that fully describes how to conduct business in Khalifa Port.

2.2 Abu Dhabi Terminals

Abu Dhabi Ports Operating Company PJSC – Abu Dhabi Terminals (ADT) is owned by Abu Dhabi Ports PJSC and Terminal Investment Limited SARL. We are an ambitious terminal operator that manages and operates Khalifa Port Container Terminal (KPCT) in Abu Dhabi, United Arab Emirates.

Khalifa Port was officially inaugurated by HH Sheikh Khalifa Bin Zayed Al Nahyan President of the UAE on 12th December 2012, and as the region's only semi-automated container terminal it really redefines the industry.

2.3 Khalifa Port

Khalifa Port is the Emirate of Abu Dhabi's business and logistics hub that provides an efficient regional gateway with virtually unlimited growth opportunities.

Khalifa Port will not just accommodate Abu Dhabi's existing container traffic, but also act as a growth facilitator that caters for future growth of both imports and exports in line with the Abu Dhabi 2030 Economic Vision.

This strategic change will deliver substantial value to Abu Dhabi economy and community that goes well beyond the immediate service delivery.





Khalifa Port is dimensioned to cater for the largest vessels that currently service our industry, and as the region's first semi-automated container terminal it features the latest, yet proven, technology, as well as seamless links between the various stakeholders.

This enables shipping lines to now service the Abu Dhabi market directly with main line vessels with direct calls. The total logistics cost is lowered while speed and access to overseas markets are improved.

Another added benefit is that Khalifa Port now provides an alternative access for other regional ports.

The combined value proposition with KIZAD (Khalifa Industrial Zone Abu Dhabi), earmarked to be one of the largest industrial zones in the world, grows stronger by the day!

For further information about ADT, Khalifa Port and KPCT, please visit our website at www.adterminals.ae

2.4 KIZAD: Khalifa Industrial Zone Abu Dhabi

Adjacent to Khalifa Port is the Khalifa Industrial Zone Abu Dhabi (KIZAD).

KIZAD is an industrial development of unprecedented scale, ambition and vision. Stretching over an extraordinary 417 km², it offers local and international businesses efficient access to local, regional and international markets in a low operating cost environment designed to ensure doing business easy.

Combining world-class infrastructure, multimodal connectivity - including proximity to one of the world's most advanced ports -, vertically integrated industry clusters and a wide range of other features aimed to improve business efficiency, KIZAD is committed to transforming expectations of what an industrial zone can achieve and deliver.

For further information about KIZAD: www.kizad.com



3. SAFETY AND SECURITY

3.1 General Policies

At ADT, the safety and security of everyone in and around our ports and offices is the number one priority. We will also conduct our business in a manner that is sustainable and protects the environment.

Our commitment is also reflected in our Quality, Health, Safety, Environment & Security policies. Championed by our senior leadership, every single employee participates actively in our continued process towards excellence.

ADT is also internationally accredited and complies with the following standards for the effective management of QHSE:

- ISO 9001:2008 Quality Management Systems
- ISO 14001:2004 Environmental Management Systems
- OHSAS 18001:2007 Occupational Health and Safety Management Systems
- ISO 28000: 2007 Supply Chain Security Management System

3.2 ISPS (International Ships & Port Security Code)

KPCT is fully compliant with the International Ship and Port Facility Security Code (ISPS Code). It is a comprehensive set of measures to enhance the security of ships and port facilities, developed in response to the perceived threats to ships and port facilities in the wake of the 9/11 attacks in the United States.

The ISPS Code is implemented through chapter XI-2 Special measures to enhance maritime security in the International Convention for the Safety of Life at Sea (SOLAS), 1974. In essence, the Code takes the approach that ensuring the security of ships and port facilities is a risk management activity and that, to determine what security measures are appropriate, an assessment of the risks must be made in each particular case. The purpose of the Code is to provide a standardized, consistent framework for evaluating risk, enabling governments to offset changes in threat with changes in vulnerability for ships and port facilities through determination of appropriate security levels and corresponding security measures.

3.3 Safety

The safety of anybody in and around KPCT is, and always will be, ADT's number one priority. This also means that anyone wishing to conduct business must complete a basic safety induction program.

The safety induction is conducted by Abu Dhabi Ports, the port authority and master developer of Khalifa Port, and they will not issue a port pass until induction is not attended.

See also: www.adports.ae/en/article/ports/port-pass/gate-security-procedures.html



The following provides a basic overview of the key safety regulations and policies that apply to everyone entering the port and terminal area.

TRAFFIC RULES WITHIN THE PORT AREA



- The maximum speed limit allowed within the Port and Terminal area is **30KPH**
- Mobile phone must not be used when driving inside the port facilities
- Seat belt must be worn
- Revolving light (Beacon light) must be used when inside the port facility
- Traffic flow shall be respected
- Stay within designated areas, do not cross any fences
- Traffic violation rules exists and can lead to termination from the area



MANDATORY PPE ON SITE FOR TRUCK DRIVERS



Hard Hat



Safety shoes with
steel toe cap



High visibility
jacket

HAZARDS AT THE CONTAINER TRANSFER AREA?



In order to prevent accidents happening on the container terminal please ensure you are aware of the following potential hazards:

- Other vehicles in the port area
- Pedestrians in the port and terminal area
- Overhead loads
- Failure to follow instructions while a truck is being loaded or unloaded

Ensure you follow all instructions at all times.

Be aware of the emergency stop button.



PROHIBITED ACTS



- No unauthorized entry



- Photography prohibited



- No smoking



- No use of mobile phone while driving

SAFETY
FIRST



NO CELL PHONE
USE WHILE DRIVING

UNSAFE ACT PHOTOS



Using mobile phone
while driving



U - turns area
prohibited



Wrong parking



No PPE



Standing outside
the vehicle



Walking through
container stack



EMERGENCY EVACUATION PLAN



On hearing the alarm, you should....

- Stop work immediately
- Stop the engine of the truck
- Proceed to the nearest assembly point & report to the person in charge. Assembly points are as follows:
 - In office - near security check post
 - on site - near to resting area
- DO NOT try to re-enter in the area until it is all clear

SIGNAGE



Stop	Stop	Give way	Give way	Maximum speed limit	No entry	No left turn

No right turn	No 'U' turn	No overtaking	No stopping	No waiting	Height limit	Width limit



SAFE DRIVING BEHAVIOUR



DON'TS

- Do not speed and drive recklessly
- Do not drive without U.A.E. Driving Licence
- Do not drink alcohol while driving or drive whilst under the influence of alcohol
- Do not bring weapons of any kind into the port area
- No fighting, threatening or abusive behaviour towards anyone
- No camera's or the taking of photographs permitted
- Do not commit UNSAFE ACTS

3.4 Security

ADT's Security Department is responsible for protecting the port, terminal and assets, and first and foremost the people in an around the terminal.

3.4.1 Security Requirements

- All persons, packages and vehicles entering or leaving the port of ADT may be subject to search by Security and Customs officials at any access point.
- All ADT facility users entering must hold the valid gate pass and facility pass.
- Safety work permit must be available, prior to start any work inside the container terminal areas.
- All ADT users must comply with the Security and Safety rules as follows:
 - Comply with safety requirements, including PPE (Personal Protective Equipment) such as safety jackets or vests, hard hats or helmets and safety shoes.
 - All vehicles entering the terminals must have and use revolving beacon lights.
 - Observe the speed limits of:
 - o 30 km/h within the terminal
 - o 60 km/h at port roads
 - Photography is not allowed within the port without special permission
- The Security Department has the right to take appropriate action against any violator as per the Standard Operating Procedure (SOP).



3.4.2 Container Terminal Access Points

Security access control operation is a vital function of the security operation, with the primary objective of ensuring that only authorized persons are entering the terminal.

Gate	Timing	Nature	Users	Remarks
1	24X7	Entry / Exit	ADT vehicles, official visitors and services companies vehicles	N/A
2	24X7	Entry	Trucks only	Containers (un)loading
3	24X7	Exit	Trucks only	Containers (un)loading
4	On req.	Entry / Exit	Internal operations	N/A
8	24X7	Entry / Exit	Logistics operations	Light vehicles exempted
EMR#1	24X7	Entry	Trucks – Borough trucks- Logistics operation	Open on req.
EMR#3	On req.	Entry /Exit	Trucks, Equipment	Open on req.

EMR = Emergency. On req. = on require

Notes:

- In emergency situations, all stakeholders are allowed to use any gate.
- All entries and exits are as per the security access control procedure

3.4.3 Security Violations

The security violation procedure is considered as one of the most important processes, which are implemented in KPCT by ADT Security Department. This process effectively reduces security incidents, accidents and safety violation to achieve the desired security level and creates an environment free of accidents and breach of security policies.

The security violation procedure is based on a black points system which consists of 44 violations. Each violation is different based on the nature of these violations (Security, HSE & Operation) with different number of black points, whereas the maximum points to be reached by the violator are 14 points.

The security action taken against the violator will be taken in 3 steps:

1. When the violator reaches 4 black points the first action will be taken.
2. The second action will be taken against the violator when his black points reach 6-10.
3. The final action will be taken when the violator reaches the maximum of 14 points.



The actions will be taken as follows:

Category		Penalties Action
1st Action	4 Points	Verbal Warning
2nd Action	6 points	Report to related Department / company + verbal Warning
	9 points	Report to related department / company + 1st written warning
	10 points	Report to related department / company + 2nd written warning + Under taking Letter
Final Action	14 points	Report to related department and AD Port

The security department has right to ban or temporarily withdraw the facility pass. Based on :

- Security breach offences or issues
- When offender reach 14 or more points.
- While under investigation

The Violations, which are classified under Security Breach

S#	Violation #	Violation Type	Points
1	100	Obstructing the entrance to the Terminal.	3
2	101	Negligence driving, causing major accident in Terminal area.	9
3	102	Driver at fault, causing injury to anyone or damage to Terminal property.	12
4	103	Driver without valid license, causing accident or casualty.	14
5	104	Parking in a non-designated area.	2
6	105	Parking in a disabled park without a valid sticker.	3
7	106	Speed exceeding the limit posted on signs in the Terminal.	2
8	107	Failure of a driver to obey the instructions on any sign posted on Terminal property or given by an authorized person.	3
9	108	Leaving the Vehicle engine on whilst unattended.	1
10	109	Failure to use hazard lights and/or revolving lights.	2
11	110	Taking photos inside the Terminal without a permit.	9
12	200	Consumption of alcohol or illegal drugs by a person, in a state endangering his safety at the Terminal or the safety of other people at the Terminal.	14
13	201	Failure to maintain a safe working environment and/or Safe system of work. Failure to comply with laws, regulations and ADT Policies and Procedures regarding health and safety.	3
14	203	Failure to comply with ADT Policies for the Safe Transport, Handling and Storage of Dangerous Goods.	6
15	204	Working in the Terminal without a safety permit.	3
16	205	Sleeping in the Terminal (inside a vehicle or elsewhere).	3
17	206	Failure to report an incident involving a person or assets.	6
18	207	Fleeing from an Incident site.	9
19	208	Causing damage to persons, ships, cargo, vehicles, or any other Terminal property.	14
20	209	Failure to cease an activity and / or take action when instructed to do so, or take precautions as directed by ADT Security or ADT HSE Department.	6



21	210	Hindering or obstructing an activity authorized by ADT.	3
22	211	Supply of erroneous information to ADT, including in relation to a request to enter the Terminal.	14
23	212	Interfering with or adversely affecting Terminal operations or the property managed by ADT.	3
24	300	Taking & Using mobile phones / telecommunication devices on the equipment.	3
25	301	Travelling horizontally in hatch-cover area &/ or out of designated lanes.	3
26	302	Shuttle Carrier Reversing under QC Lanes.	3
27	303	Operating Shuttles in empty yard without permission from OPS Supervisor and under his supervision.	3
28	304	Reversing to pick-up containers at logistics area.	3
29	305	Failure to wear seat-belt while operating the equipment.	3
30	306	Utilizing improper equipment i.e. different trailer against different tractor without written permission from Engineering.	3
31	307	Failure to stepping-off the ITV and wait at the designated area during Shuttle loading / offloading operations.	6
32	308	Failure to adhere to pedestrian walking grids.	3
33	309	Contractors working in operational areas without escort/ permission.	6
34	310	Stepping-off / walking around pressure matt during loading / unloading operations under Automated Stacking Cranes (ASC).	6
35	311	Gathering in all operational areas	3
36	312	Parking trailer with loaded container	3
37	313	Keeping unsafe distance while operating the equipment.	3
38	314	Misuse of port equipment / assets.	6
39	315	QC operated in absence of stevedoring foreman.	6
40	316	QC trolley with load over Shc / pedestrians.	9
41	317	QC operator gantrying between bays / long distance without being at back reach.	6
42	318	2 SC entering ASC slots at the same time.	6
43	319	Blocking of the Fire Hydrant.	6
44	320	Loading 20" container on the front slot.	3
*Code segregation: [100-110 – Security] [200-212 – HSE] [300-320 – OPS]			

3.4.4 Security Contacts

You can contact Security Department on the following numbers:

Contact	Contact	Notes
Security Control Room - SEC C/R-	800-473, 024925252	24/7
Duty Security Officer	+971 (0)55 800 6767	24/7
Security Manager, PFSO	+971 (0)52 608 7678	Emergencies only



IMDG Handling Procedure at KPCT

IMDG class details for handling hazardous materials:

IMDG Class	Minimum Pre-Arrival Notification	Storage Facility
Section 01 Class 1 Class 7	<ol style="list-style-type: none"> 1. ADT KP approval is required prior loading at port of origin. 2. Vessel agents have to update 7 days prior vessel arrival to ADT. 3. All documents to be submitted 48 hrs. prior vessel arrival to ADT KP. 4. GHQ approval and acceptance of arranging direct delivery is mandatory for military cargo. 5. It is the responsibility of the Shipping Agent to provide the accurate. <p>Update and documents required 48 hrs. prior to vessel arrival are:</p> <ul style="list-style-type: none"> • GHQ approval (for military cargo) • IMDG Class Number • IMDG Manifest • SDS (Safety Data Sheet) • PSN (Proper Shipping Name) • UN Number 	<p>Vessel Agents must receive pre-approval from ADT KP operations department for the acceptance of the stated IMDG Classes</p> <p>Stowage must be arranged so that the vessel will sail shortly after cargo loading.</p> <p>Import: Vessels will be permitted to berth only upon receiving confirmation that all cargo related documentation is in order.</p> <p>Storage in facility is <i>strictly prohibited</i> (Cargo shall be discharged on direct delivery basis only).</p> <p>Export: Trucks delivering the stated class of cargo are permitted to enter the port only 1 hour prior to scheduled loading time.</p> <p>Trucks loaded with these shipments are <i>prohibited</i> from storing / parking on port premises.</p> <p>Trucks receiving the direct delivery must be located within proximity of the vessel at a parking area assigned by ADT KP Operations.</p>



<p>Section 02</p> <p>Any IMDG Classes, except Section 01</p> <p>Class 2.1 Class 2.2 Class 2.3 Class 3 Class 4.1 Class 4.2 Class 4.3 Class 5.1 Class 5.2 Class 6.1 Class 8 Class 9</p>	<p>1. Vessel agents have to update and submit all documents 48 hrs. prior to arrival of vessel to ADT KP.</p> <p>2. It is the responsibility of the Shipping Agent to provide accurate data.</p> <p>Update and documents required 48 hrs. prior to vessel arrival are:</p> <ul style="list-style-type: none"> • IMDG Class Number • IMDG Manifest • SDS (Safety Data Sheet) • PSN (Proper Shipping Name) • UN Number • Storage temperature as per manufacturer recommendation 	<p>ADT KP permits acceptance of the stated IMDG Classes, provided that all cargo related documentation meets the criteria specified.</p> <p>Class 2.1 (UN No. 1057) containers containing butane gas lighters will be treated as direct delivery, if contained within non-refrigerated / non-reefer containers. (refer Section 01 for minimum pre-arrival notification)</p> <p>ADT KP will arrange internal stacking as per IMDG Code stowage and segregation guidelines.</p> <p>Fines will be levied for all non-compliance as per ADT tariff.</p>
--	---	--



Note:

Smoking is expressly prohibited in the hazardous material handling area.



3. PORT LOCATION

4.1 General

Khalifa Port is in the Emirate of Abu Dhabi, in the United Arab Emirates.

The port is conveniently accessible with minimal deviation from the Straits of Hormuz by vessels trading in the region, as well as from the main population centers of Abu Dhabi and Dubai and their airports. Rail connection also expected in near future.



4.2 Maritime

Maritime access to Khalifa Port is not controlled by ADT, but by the port authority Abu Dhabi Ports. Please contact Abu Dhabi Ports directly for further detailed information:

1. VTS Supervisor (24x7)

Email: VTS.SUPERVISORS@adports.ae

Tel: 024925639

2. VTS Help desk (24x7)

Email: khalifa.vts@adports.ae

Tel: 024925666

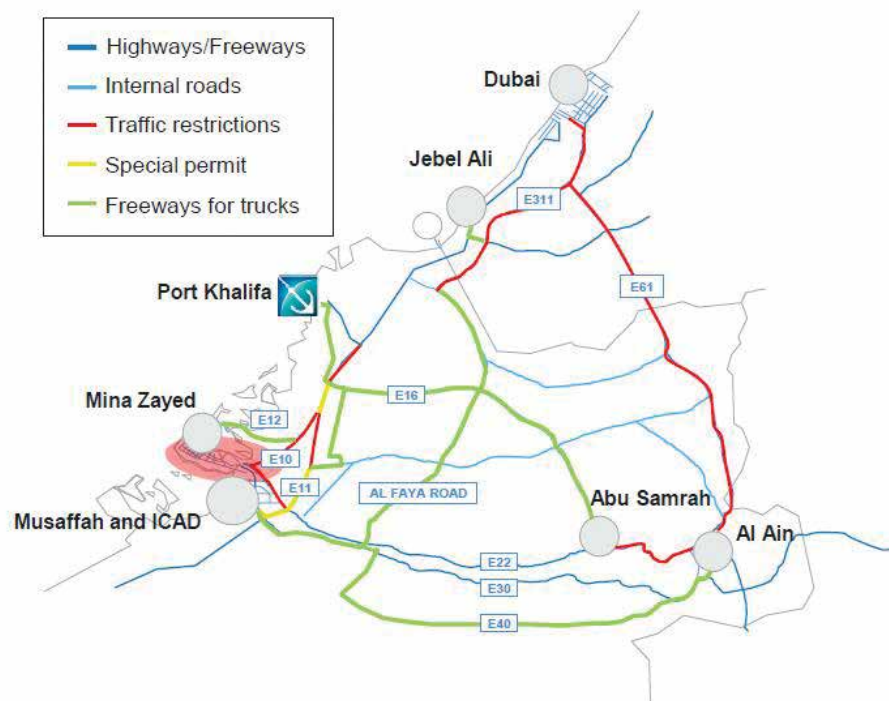
For more information & guidelines, please visit:
https://www.adports.ae/en/adpu_cat/port-info-guidelines/?port-redirect=¤t=



4.3 Hinterland

Khalifa Port is Abu Dhabi's new business hub that provides an efficient regional gateway with virtually unlimited growth opportunities.

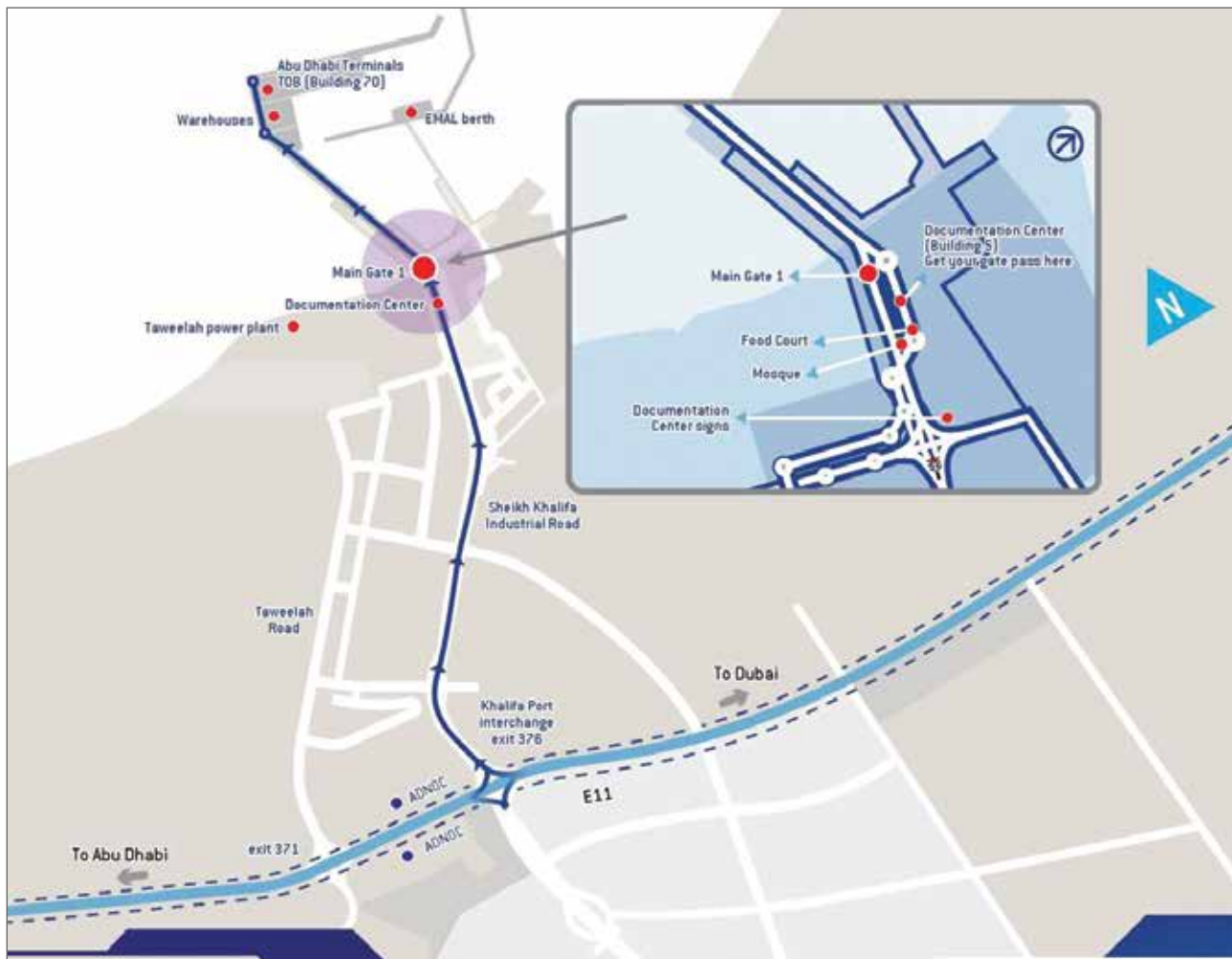
As part of KIZAD (Khalifa Industrial Zone Abu Dhabi), it is strategically situated midway between Abu Dhabi and Dubai with excellent hinterland connections through direct access to main highway network, and near the four main regional airport hubs. Khalifa Port will also be the first port in the United Arab Emirates with on-dock rail access when Etihad Rail becomes operational.



HIGHWAY DISTANCES:

• Abu Dhabi City	60 km
• Abu Dhabi Int'l Airport	30 km
• Al Ain City	170 km
• Al Ain Int'l Airport	170 km
• Jebel Ali	45 km
• Dubai Central Al Maktoum Airport	50 km
• Dubai City	75 km
• Dubai Int'l Airport	85 km

Visitors to Abu Dhabi at KPCT should note the following details:



Notes to arriving visitors:

- Visitors need a valid gate pass to enter Khalifa Port Main Gate 1.
- ADT authorized representative need to report visitors 24 hours in advance to ADT security to arrange gate pass.
- Taxis are not allowed to the terminal, you need to arrange for visitor pick up at Documentation Center (building 5).
- Driving time 20 minutes from E11 junction to Documentation Center and 15 minutes more from Documentation Center to Terminal Operations Building (building 70).

Location map can be downloaded from the following link:

<http://adterminals.ae/contact/>



5. CUSTOMER REGISTRATION PROCEDURES

5.1 Shipping lines Registration

Shipping line representative have to visit AD Customs Headquarters near Mina Zayed for registering with AD Customs authorities. Below are the required documents & approvals.

Department of Economic Development

1. Fully commercial administrative office of minimum size : 14 sq. meters
2. Memorandum of association of parent company (copy)
3. Trade license of the parent company (copy)
4. Registered (TAWTHEEQ) tenancy contract (copy)
5. Obtaining the approval of the General Directorate of Residence and Foreigners Affairs for the foreign investor
6. Sponsor attested by the notary public (copy)

Department of Finance - General Administration of Customs (Electronic approval)

1. Certificate of Good conduct
2. Certificate of high school or above (copy)
3. Bank Guarantee (100,000 AED)

Department of Transport & Port authority

1. No Objection certificate

5.2 Importer / Exporter Registration

An importer / exporter or their representative have to visit AD Customs office located in Khalifa Port Documentation center (building#5) for registering with AD Customs authorities. Below are the required documents:

1. Commercial / Trade License (copy)
2. Power of Attorney of the signatory duly attested by UAE Court (copy)
3. Passport with Visa Page of the signatory (who is attested on the POA) (copy)
4. Company official E- mail ID / Telephone number / Fax Number / Mobile number
5. Filled form for the importer / exporter code.

5.3 Freight Forwarders / Clearing Agents Registration

Clearing Agents/Freight Forwarders have to visit AD Customs Headquarters near Mina Zayed for registering with AD Customs authorities. Below are the required documents & approvals.



Department of Economic Development

1. Fully commercial administrative office of minimum size : 14 sq. meters
2. Memorandum of association of parent company (copy)
3. Trade license of the parent company (copy)
4. Registered (TAWTHEEQ) tenancy contract (copy)
5. Obtaining the approval of the General Directorate of Residence and Foreigners Affairs for the foreign investor
6. Sponsor attested by the notary public (copy)

Department of Finance - General Administration of Customs (Electronic approval)

1. Certificate of Good conduct
2. Certificate of high school or above (copy)
3. Bank Guarantee (100,000 AED)

Department of Transport & Port authority

1. No Objection certificate

5.4 Trucking Company Registration

For complete details regarding the Truck Licensing Procedures, please visit the below mentioned web link:

http://www.adports.ae/en/adpu_cat/licensing/?port-redirect=2763¤t=2763

5.5 Maqta Gateway Registration

For Maqta Gateway registration, please visit the below mentioned web link:

<https://pcs.maqta.ae/Web/UnifiedRegistration/CustomerRegistration/Index>

Below are the list of profiles to be registered with Maqta gateway

1. Shipping Agent
2. Importer / Exporter
3. Cargo Clearing Agent
4. Freight Forwarder
5. KIZAD Leasing



6. CONTAINER TERMINAL ACCESS

6.1 Marine

Maritime access to the container terminal at Khalifa Port is not controlled by ADT, but by the port authority Abu Dhabi Ports.

For further information, please visit Abu Dhabi Port's website:

<http://www.adports.ae/en/contact-center/abu-dhabi-marine-services/>

www.adports.ae/en/article/ports/harbour-master/harbour-master-overview-khalifa-port.html

www.adports.ae/en/article/ports/port-users/port-users.html

6.2 Berth Booking

No vessel will be allowed to berth at KPCT without an approved berth booking from ADT's Planning Department.

For further information please contact: kp.berth@adterminals.ae

6.3 Shipping Agents

Access to KPCT will only be granted to those in possession of a valid Khalifa Port gate pass (refer to section 6.4 below) in order to be able to conduct their relevant business at the container terminal.

Interested parties can contact Abu Dhabi Ports for office space leasing at Khalifa Port. For enquiries please refer to the below web link:

<http://www.adports.ae/en/our-services/leasing/>

6.4 Gate Security Passes

Any person that desires to enter Khalifa Port or KPCT must obtain a gate pass from Abu Dhabi Ports' gate security pass office, which is located at Khalifa Port Documentation Centre (building no. 5) and Port Pass Office (building no. 3).

For further information, please refer:

[http://www.adports.ae/en/adpu_cat/passes/?port\[\]=2763&port-redirect=2763¤t=2763](http://www.adports.ae/en/adpu_cat/passes/?port[]=2763&port-redirect=2763¤t=2763)



6.5 RFID Tags for Container Trucks

Trucks that wish to enter KPCT to either deliver or pick up containers will only be granted access if they are duly registered and fitted with a Khalifa Port RFID tag.

The RFID tagging system is an essential part of Khalifa Port gate procedure which has been designed to ensure that all trucks are offered the fastest possible services with the least possible administrative intervention.

RFID tags are fitted, registered and activated at the Documentation Centre (building no. 5) on Sunday and Wednesday between 07.00-19.00 hours. Operations are performed on a “first come-first service” basis, so we recommend you to contact the Documentation Centre team ahead of time. Contact details are as listed under item 10.3 below.

6.6 Cargo Cut-off Time

The cargo cut-off time at KPCT is generally **6 hours before the scheduled vessel arrival.**

For further information please contact:

Vessel Operations/ EDI Submission:

E-mail: kp.vessel@adterminals.ae

Tel: +971 2 492 5123 (Cargo Controller)

Tel: +971 2 492 5134 (OCC Supervisor)



7. KPCT GATE MOVEMENT - PROCEDURE & CONTAINER WORK FLOW

7.1 Gate movement - Procedures

SECURITY IN



- The driver proceeds to the onshore gate within their valid time range (date and time) as per the final appointment
- The driver swipes the card at onshore gate and barrier will open
- Invalid visits will be rejected and the truck will be reverted to the Documentation Center
- If it is a valid visit, the truck will proceed to the offshore terminal



1

OCR IN



- Truck shall pass through OCR In Portal and will proceed to Check In stage (No stoppage required, truck shall drive through)
- If the truck loaded with an OOG container, will bypass the OCR Portal using the bypass lane



2



CHECK IN



- Driver will stop the truck at Check In Pedestal and swipes his card
- Mission ticket with location will be printed and barrier will be opened
- Truck will move to the Transfer area as per the mission ticket



3

TRANSFER AREAS



- The Driver will park the trailer in reverse position on the designated transfer point
- After parking the trailer properly, the driver should open the lock on the trailer
- Driver should go to the lane booth, swipe his card and follow the instruction given to him
- For the container drop on the trailer, once the container arrived & suspended just above the trailer, driver acknowledge the safe operation by pressing green button on the panel in the lane booth
- For the container pick up, once the container picked up & suspended just above the trailer, driver acknowledge the safe operation by pressing green button on the panel in the lane booth
- When the "Wait in booth" light is on driver must stay in the booth until the crane has completed the job
- When the "Exit now" light is on, driver must leave the booth, lock the container(s) to the trailer and proceed to next stage



4

INSTRUCTIONS FOR DRIVER IN TRANSFER AREA



- Ensure no personal or other object is obstructing the drop / pick up operation. Driver can use emergency button during any uneven situation
- Driver should not leave the pressure mat until the Green light for exit is on



5

TRANSFER AREAS



Empty Yard & Special Area (E, X and T blocks)

- The driver park the trailer in parallel position at the designated transfer point & unlock the trailer
- A container handling equipment (Reach stacker or Empty handler) will process containers

6



OCR OUT



- After loading / unloading the container, the truck passes through OCR Out portal and will proceed to Check Out stage (no stoppage required, truck shall drive through)
- If the truck is loaded with an OOG container, will bypass the OCR Out portal using the bypass lane



7

CHECK OUT



- Driver will stop the truck at Check Out Pedestal and swipes his card
- EIR will be printed. If the container needs to be inspected, "Go to Customs" message will show in the EIR
- The barrier will open and truck shall proceed to onshore gate



8



SECURITY OUT



- Driver swipes the card at the onshore gate & barrier will open and the truck passes out



9

TROUBLE SHOOTING



- If the driver has any problem he can contact the gate staff using the intercom at Check In, Check Out and Transfer Areas
- There is a Trouble Resolution Area where the truck can park, swipes his card and Gate staff will be in contacting shortly
- Security & operations staff are patrolling the area will help the drivers if they face any problem



10

7.2 Container Work flow

Definition:

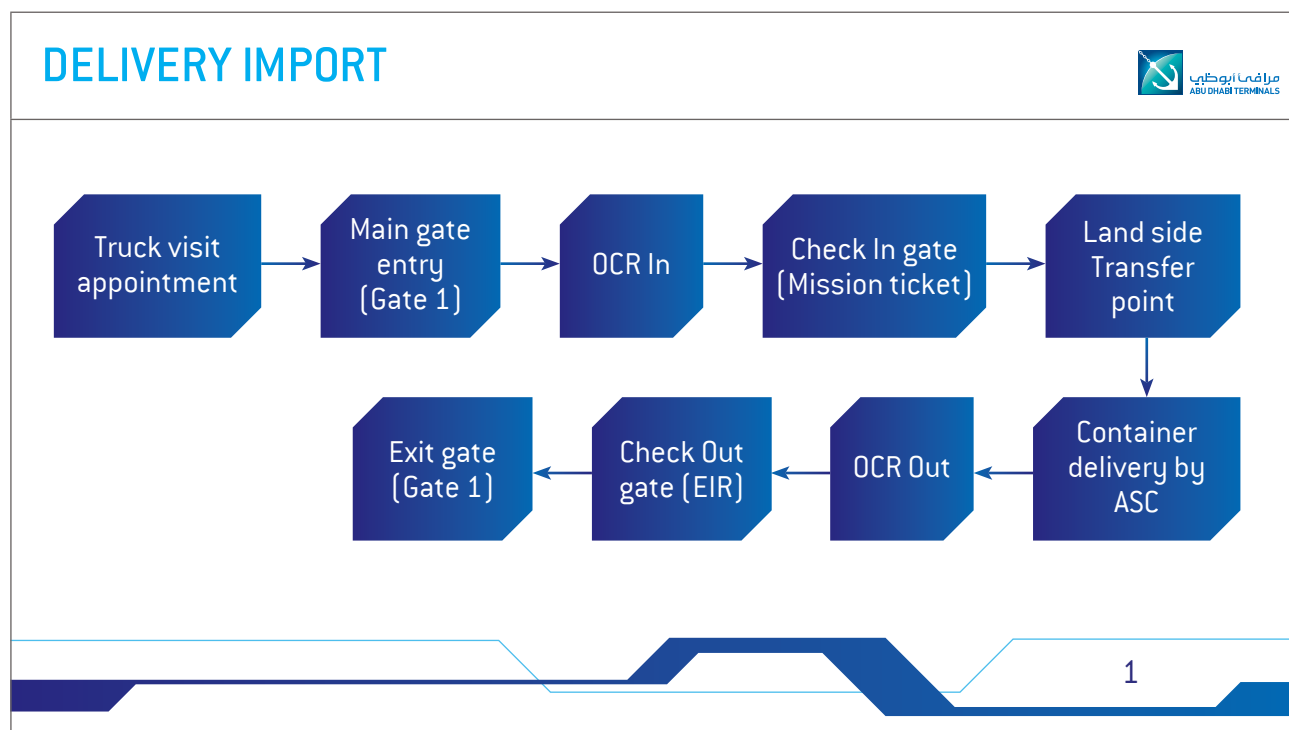
OCR : Optical Character Recognition

ASC : Automated Stacking Crane

Mission Ticket : Slip with container delivery / receive locations

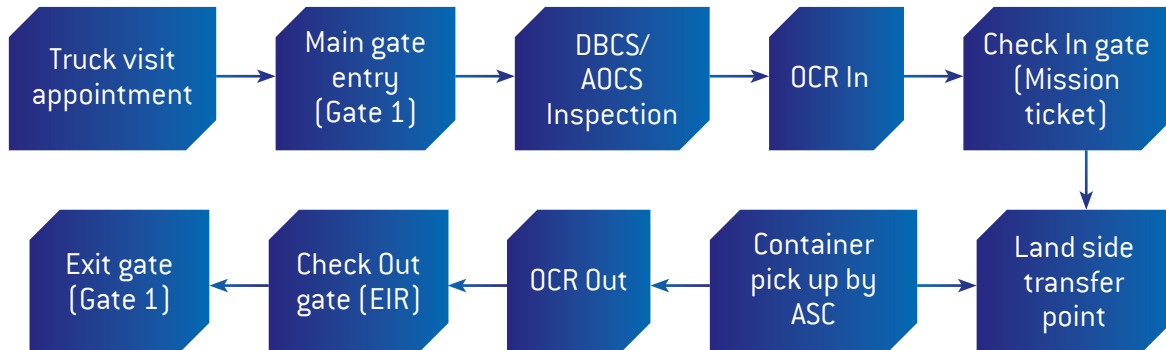
Landside Transfer point : Container loading / unloading area

EIR : Equipment Interchange Receipt



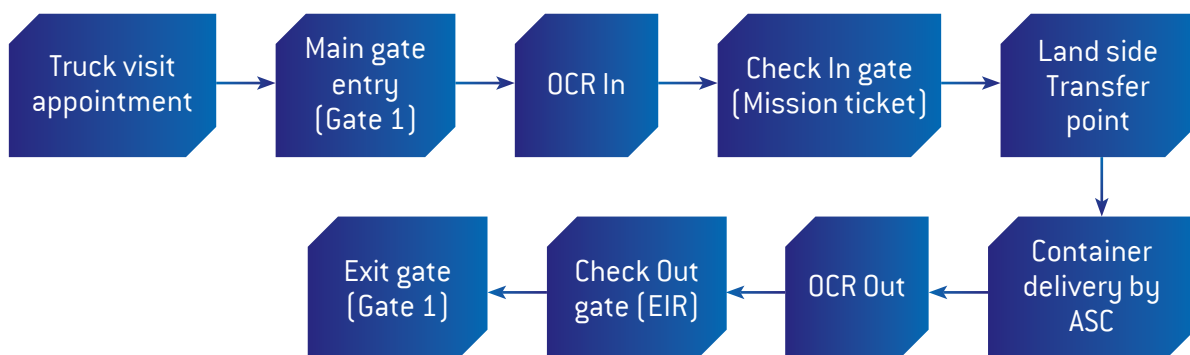


RECEIVE EMPTY



2

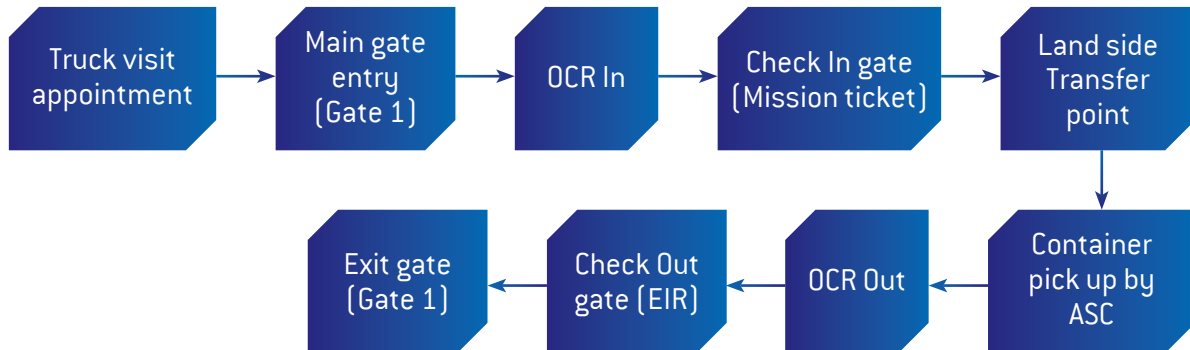
DELIVERY EMPTY



3

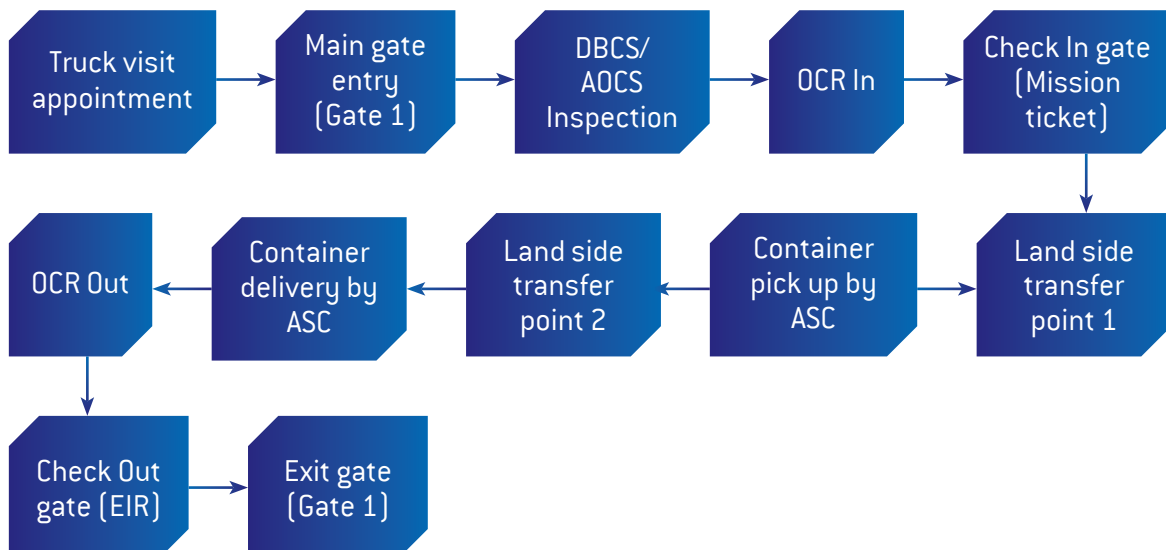


RECEIVE EXPORT



4

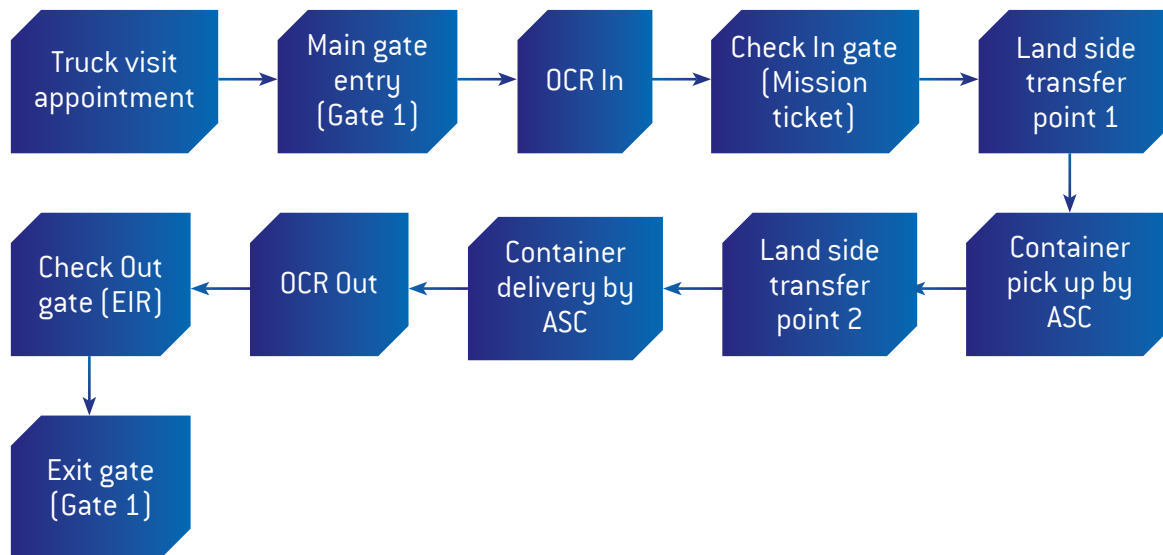
RECEIVE EMPTY & DELIVERY IMPORT



5



RECEIVE EXPORT & DELIVERY EMPTY



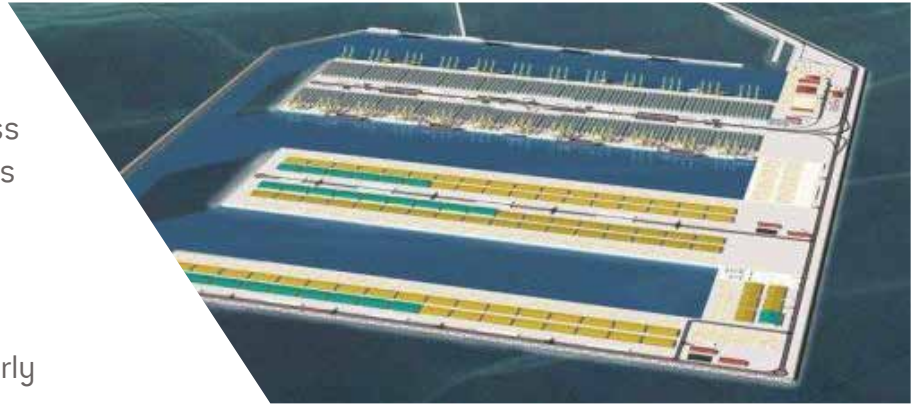
8. KHALIFA PORT FACILITIES

8.1 General information

As part of KIZAD (Khalifa Industrial Zone Abu Dhabi), Khalifa Port is truly a business hub that provides businesses with access to the global markets that offers virtually unlimited opportunities for growth and expansion.

Khalifa Port consists of two parts, popularly referred to as “offshore” and “onshore”.

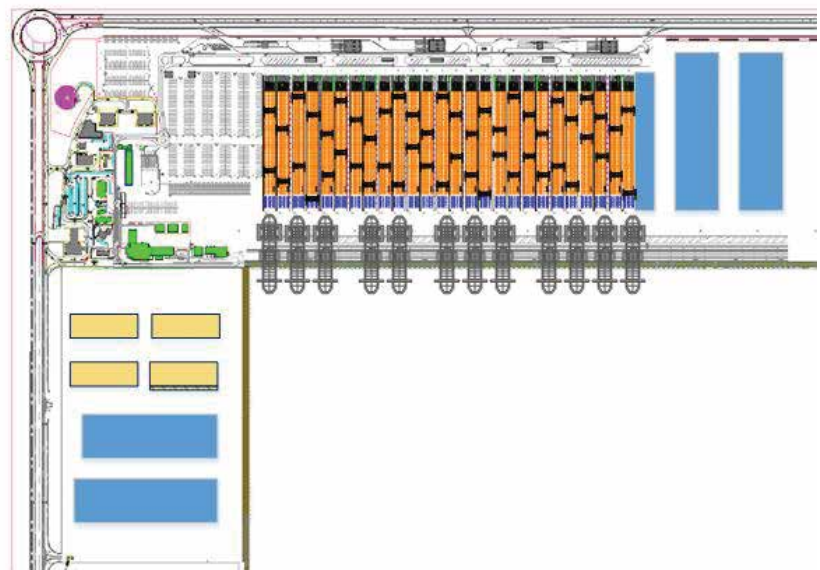
Facilities “onshore” include the documentation center, customs facilities, mosque, a food court and other facilities such as office space for customers and other stakeholders. The security gate, which is controlled by Abu Dhabi Ports, the port authority, is also located “onshore”.



“Offshore” is the reclaimed island that includes the actual container terminal with gates, warehouses and other storage as well as a number of other value added services.

8.2 Container Terminal

The container terminal currently offers specifications as outlined below, but the master plan calls for a staged development that will eventually offer an annual throughput capacity of 5 million TEU.





8.3 Fact Sheet

COUNTRY	COUNTRY UNITED ARAB EMIRATES
	EMIRATE OF ABU DHABI
PORT	PORT KHALIFA PORT
	UN LOCODE = AEKHL
TERMINAL	KHALIFA PORT CONTAINER TERMINAL
TERMINAL OPERATOR	ABU DHABI TERMINALS
TERMINAL POSITION	N- 24°50,0 E- 054°40,0
BERTHS	4 BERTHS

BA CHARTS	3752 (KHALIFA PORT AND APPROACHES)
	3176 (AJMAN TO SIR ABU NU'AYR)
	2889 (DUBAI TO JEBEL AL AZ ZANNAH & JAZIRAT DAS)

PORT RESTRICTIONS:	
VESSEL LENGTH	NO RESTRICTION, TURNING CIRCLE DIAMETER /DEPTH IS 800 METER / 16.0 METER
MAXIMUM SPEED IN CHANNEL AND PORT	11 KNOTS IN CHANNEL 5-6 KNOTS IN BASSIN+C20
MAXIMUM DRAFT, APPROACH MAXIMUM DRAFT, ALONGSIDE BERTHING	15.0 METER UNLESS SPECIAL PERMISSION GRANTED BY HARBOUR MASTER 15.0 METER UNLESS SPECIAL PERMISSION GRANTED BY HARBOUR MASTER 24 HOURS

TUGS	3 X 4,500 BHP
------	---------------

DISTANCE FROM PILOT STATION TO BERTH	11.5 KM/ 7 NM
--------------------------------------	---------------

MAXIMUM DEPTH, APPROACH	16.5 METER IN THE CHANNEL
MAXIMUM DEPTH, ALONGSIDE	18.0 METER IN THE 50 METER WIDE BERTH POCKET

HEIGHT OF BERTH ABOVE CHART DATUM	5.0 METER
-----------------------------------	-----------

TIDAL VARIATION MLLW	0.7 METER
TIDAL VARIATION MHLW	1.1 METER
TIDAL VARIATION MLHW	1.5 METER
TIDAL VARIATION MHHW	2.0 METER

NATURE OF SEABED	SANDY
------------------	-------



AIR DRAFT	NO RESTRICTIONS
-----------	-----------------

CERTIFIED BOLLARD CAPACITY	200 TONS (MODEL IS RICHARD MARINE RT 100-200)"
DISTANCE BETWEEN BOLLARDS	18.9 METERS BETWEEN CENTER LINES
DISTANCE FROM BOLLARD TO EDGE OF BERTH	850 MM FROM CENTER LINE BOLLARD HEIGHT IS 440 MM

FENDERING, MATERIALS USED	RUBBER SHIBATA CSS-2000H (COMPARES WITH TRELLEBORG SCK2000M)
---------------------------	---

DISTANCE BETWEEN BERTH AND SHIPSIDE	2.25 METER WITH NON-COMPRESSED FENDERS
DISTANCE BETWEEN FENDERS	12.6 METER BETWEEN CENTER LINES FLAT SURFACE (W X H) 2.75 METER X 3.9 METER

LENGTH OF BERTH	1,200 METER LINEAR BERTH 3: 400 METER BERTH 4: 400 METER BERTH 5: 400 METER BERTH 6: 200 METER
PREFERRED BERTHING	STARBOARD SIDE

OPERATIONS	24/7/365
------------	----------

GANTRY CRANES AND BB CARGO:

[1. THE HANDLING OF BREAK BULK CARGO IS SUBJECT TO APPROVAL OF ADT OPERATIONS.]

[2. THE BREAK BULK CARGO WILL BE ACCEPTED AT KPCT ON DIRECT DELIVERY BASIS.]

NUMBER OF GANTRY CRANES	12
SPREADER TYPE	20', 40', 45', TWIN-20'
SWL UNDER SPREADER / HOOK (QC-01 TO QC-09)	SINGLE CONTAINER UNDER SPREADER 50 TONS, TWIN 20', CONTAINER UNDER SPREADER 65 TONS, UNDER HOOK 90 TONS
SWL UNDER SPREADER / HOOK (QC-10 TO QC-12)	SINGLE CONTAINER UNDER SPREADER 50 TONS, TWIN 20', CONTAINER UNDER SPREADER 70 TONS, UNDER HOOK 115 TONS
MAXIMUM OUTREACH (QC-01 TO QC-09)	65.0 METER FROM CRANE LEGS 58.25 METER FROM QUAY WALL 22+1 CONTAINER STANDARD OUTREACH
MAXIMUM OUTREACH (QC-10 TO QC-12)	73.4 METER FROM CRANE LEGS 66.65 METER FROM QUAY WALL 26+1 CONTAINER STANDARD OUTREACH
MAXIMUM LIFTING HEIGHT (QC-01 TO QC-09)	44.0 METER LIFTING HEIGHT ABOUT CRANE RAILS / QUAY WALL [DEPENDING ON VESSEL CONFIGURATION, AND WITH PRIOR APPROVAL FROM ADT OPERATIONS, MAXIMUM 8 HIGH CUBES CAN BE LOADED ON DECK IN 14,000 TEUS VESSELS WITH A MINIMUM DRAFT OF 10.5]



MAXIMUM LIFTING HEIGHT (QC-10 TO QC-12)	52.50 METER LIFTING HEIGHT ABOUT CRANE RAILS / QUAY WALL [DEPENDING ON VESSEL CONFIGURATION, AND WITH PRIOR APPROVAL FROM ADT OPERATIONS, MAXIMUM 9 HIGH CUBES CAN BE LOADED ON DECK IN 18,000 TEUS VESSELS WITH A MINIMUM DRAFT OF 10.5]
CRANE RAIL FROM QUAY WALL	6.75 METER FROM CRANE RAIL TO QUAY WALL
MAXIMUM OVERHEIGHT	12 METER MAXIMUM CARGO HEIGHT
MAXIMUM OVERWIDTH	60.0 METER MAXIMUM CARGO WIDTH (IN THIS CASE, MAXIMUM CARGO LENGTH SHOULD NOT EXCEED 17.5 METER)
MAXIMUM OVERLENGTH	60.0 METER MAXIMUM CARGO LENGTH (IN THIS CASE, MAXIMUM CARGO WIDTH SHOULD NOT EXCEED 17.5 METER)
CLEARANCE BETWEEN LEGS	17.5 METER
SWIVEL HOOK / ROTATING SPREADER	360 DEGREE. SWIVELING HOOK. NO ROTATING SPREADER
PRODUCTIVITY PER CRANE	34 GMPH
MOBILE CRANE CAPACITY	NOT AVAILABLE
FLOATING CRANE CAPACITY	NOT AVAILABLE
BOAT / CATAMARAN LIFT CAPABILITY AND RESTRICTIONS	NOT AVAILABLE

YARD EQUIPMENT: NOTE: IF CONTAINER WEIGHT IS MORE THAN 40 TONS, IT SHALL BE ON DIRECT DELIVERY/RECEIVING BASIS. KINDLY CONTACT ADT OPERATIONS IN ADVANCE FOR PRIOR APPROVALS.

AUTOMATED STACKING CRANES (ASC)	52 CRANES IN 26 BLOCKS / STACKS
	CAPACITY 40 TONS, 1 OVER 5
SHUTTLE CARRIERS	40
	CAPACITY 60 TONS & 50 TONS, 1 OVER 1
TRUCKS / TRACTORS	24
CHASSIS / BOMB CARTS	24
RORO TRUCKS	2
RORO TRAILERS (20 FEET)	2
RORO TRAILERS (40 FEET)	2
LOW BED TRAILERS	9
EMPTY HANDLERS	2
REACH STACKERS	3 (CAPACITY 40 TONS)
FORK LIFTS	4 FL (3 TONS), 1 FL (4 TONS), 1 RORO FL (33 TONS)
WEIGH BRIDGES	1

YARD CAPACITY:

GROUND SLOTS	12,316
TOTAL TEU STORAGE CAPACITY	58,644 EXCLUDING SEPARATE EMPTY DEPOT
REEFER SLOTS	1,800
TRUCK LOADING / UNLOADING POINTS	121
ANNUAL CAPACITY	2.5 MILLION TEU



GATE CAPACITY:	
OFFSHORE OCR TERMINAL GATE (IN & OUT)	
MAXIMUM PERMISSIBLE WIDTH	2.70 METER
MAXIMUM PERMISSIBLE HEIGHT	5.50 METER
MAXIMUM PERMISSIBLE LENGTH	NO RESTRICTIONS
OFFSHORE OOG TERMINAL GATE (IN & OUT)	
MAXIMUM PERMISSIBLE WIDTH	7.5 METER
MAXIMUM PERMISSIBLE HEIGHT	NO RESTRICTIONS
MAXIMUM PERMISSIBLE LENGTH	NO RESTRICTIONS
ONSHORE CUSTOMS RADIATION PORTAL - IMPORT	
MAXIMUM PERMISSIBLE WIDTH	3.70 METER
MAXIMUM PERMISSIBLE HEIGHT	4.0 METER
MAXIMUM PERMISSIBLE LENGTH	17.25 METER
ONSHORE PORT SECURITY GATE#1 (IN & OUT)-NORMAL LANE	
MAXIMUM PERMISSIBLE WIDTH	3.75 METER
MAXIMUM PERMISSIBLE HEIGHT	6.50 METER
MAXIMUM PERMISSIBLE LENGTH	NO RESTRICTIONS
ONSHORE PORT SECURITY GATE#1 (IN & OUT)- OOG/EMERGENCY LANE	
MAXIMUM PERMISSIBLE WIDTH	6 METER
MAXIMUM PERMISSIBLE HEIGHT	6.50 METER
MAXIMUM PERMISSIBLE LENGTH	NO RESTRICTIONS

TERMINAL GUARDED WITH A PROPERLY MANNED GATE	YES
EFFECTIVE FENCE, KEEPING INTRUDERS AWAY, SURROUND THE TERMINAL	YES
DO MOVEMENT CENSORS / ALARMS OR WATCHMEN GUARD THE CAPTIONED FENCE	YES
IS FENCE EFFICIENTLY PROTRUDING QUAYSIDE TO AVOID BEING BYPASSED, OR IS SUFFICIENT PORT AUTHORITY CONTROL EXERCISED?	YES
ARE ALL PERSONNEL WITHIN THE TERMINAL (INCL. STEVEDORES AND VISITORS) PROVIDED WITH VISITORS PASSES OR CLEARLY IDENTIFIABLE ID CARDS?	YES
ARE VISITORS ASKED FOR ID CARD FOR ISSUANCE OF VISITOR PASSES?	YES
CAN ALL STEVEDORES AND LABOURS BE CLEARLY IDENTIFIED, AND HOW?	YES. UNIFORMS AND ID CARDS / PASSES.



IS A LOG MAINTAINED TO PROVE IDENTIFICATION OF EVERYBODY PASSING THE TERMINAL GATE?	YES
ARE TRUCKS, GOODS, AND PERSONNEL ENTERING THE TERMINAL SEARCHED FOR ARMS, DRUGS AND CONTRABAND?	YES
ARE CONTAINER SEALS CHECKED AND RECORDED AT THE GATE?	NO
ARE EMPTY CONTAINERS SEARCHED AT THE GATE?	THE SERVICE IS PROVIDED BY 3RD PARTY M&R VENDORS (DBCS & ALLIED CONTAINER SERVICES).
IS VIDEO MONITORING USED? AFFIRMATIVELY HOW AND WHERE	YES. WE DO NOT WISH TO DIVULGE THE LOCATION AND PROCESS.
ARE PATROL BOATS AVAILABLE IN THE PORT, TO KEEP THE APPROACH TO THE TERMINAL FREE OF UNAUTHORIZED TRAFFIC, AND WHO IS RESPONSIBLE?	YES. HANDLED BY THE COAST GUARD.
AT THE NOMINATED TERMINAL, HOW LONG RESPONSE TIME CAN BE EXPECTED FROM REQUESTING ASSISTANCE FROM LOCAL POLICE UNTIL OFFICERS ON SITE?	VERY SHORT TIME.

8.4 Operations

The container terminal is semi-automated. This is a regional first that also provides our customers a number of benefits.

For the quay-side operations, it is the basis for both higher crane productivity and less variance, so customers can plan tighter and better optimize their schedules.

In the yard it ensures optimal yard layout and in combination with GPS positioning it also facilitates the “zero error principle” that prevents wasted time.

When combined with our other automated processes, such as EDI-based communications with customers and other stakeholders, online appointments for trucks with further identification through swipe cards and RFID tags, as well as OCR portals that also photograph the container exterior, this also means that containers and cranes can be pre-positioned to ensure the fastest possible turn-around time for trucks at KPCT at the large number of transfer zone where containers are loaded and unloaded.



8.5 Documentation Centre

The Documentation Centre is located onshore in building no. 5. That area also includes a mosque, food court and other facilities.

The Documentation Centre is the primary location for most physical interaction between customers, ADT, Abu Dhabi Ports and the various authorities. Key activities handled there include:

- Manual Truck Visit Appointments
- ADT Cashier's office
- RFID installations for trucks
- Abu Dhabi Ports gate security passes
- Gate related paper work
- CFS services

8.6 Container Freight Station (CFS)

The Container Freight Station (CFS) in Khalifa Port is located in the onshore area and is operated by Abu Dhabi Ports. For further information, please contact Abu Dhabi Customer Service as follows:

Toll Free Number: 800 10 20 30

E-mail: customerservice@adports.ae

8.7 Maintenance and Repair Service Providers

Container owners and operators who wish to have their empty containers inspected or repaired can use Donovan Bernard Container Services LLC (DBCS) which is located onshore facility and Allied Offshore Container Services (AOCS) which has a dedicated offshore operation area alongside KPCT.

For any query related to services offered by both M&R companies, please find below contact information:



Company Name	Donovan Bernard Container Services LLC (DBCS)	Allied Offshore Container Services (AOCS)
Working Hours	Sunday-Saturday: 24 hrs.	
Contact Details	<u>Operations:</u> Mr. Jaison Joseph operations@dbcs.me +971 (2) 4420410 +971 (55) 776 3009 <u>Sr. Management:</u> Mr. Donovan Bernard donovan@dbcs.me +971 (55) 9900018	<u>Operations:</u> Mr. Achanna manager@aocsae.com Ops@aocsae.com +971 (56) 5782067 +971 (54) 3336854 <u>Sr. Management:</u> Mr. Lim Kian Chin kc_lim@allied.com.sg +65 9630 1120
Location	Onshore	Offshore

8.8 Mosque

There are two mosques available at Khalifa Port. One is in the onshore near Documentation Centre and other is in the offshore behind emergency response centre.

8.9 Food Court

There are two food courts available at Khalifa Port. One is in the onshore near Documentation Centre and the other is in the offshore near TOB building, Number 70.

8.10 Seafarers Center

The Seafarers Center is located at building no. 67 inside Khalifa Port and is operational from 11:00AM-11:00PM, 7 days a week for the visiting ship's crew. The Seafarers Centre offers a multi-cuisine restaurant, private dining lounge, entertainment zone and a business center with conference room.

The Seafarers Center provides a free shuttle service between the berths and the Seafarers Center for the visiting ship's crew. The shuttle service can be called up by the Ship's Agent / Master of the visiting ship by contacting the Seafarers Center directly.

Kindly note that seaman will only be allowed to board the shuttle van of the Seafarers Center if they carry either their **original** seaman's book / card or passport or a **certified copy** of seaman's book / card duly stamped and signed by the Master of the vessel.

If you require any further clarification, please feel free to contact as follows.

E-mail: customercare@bhatiatraders.ae | E-mail: rajan@bhatiatraders.ae

Mobile: +971 (56) 677 2218 / 677 5126 | Tel: +971 (2) 5628450



9. GOVERNMENT STAKEHOLDER AT KHALIFA PORT

9.1 Abu Dhabi Customs

Abu Dhabi Customs are available onsite in Khalifa Port with a presence in the Documentation Centre (Building # 5), as well as with separate facilities for import and export inspections in the port's onshore area. For further information about Abu Dhabi Customs, please refer to their website: <https://www.auhcustoms.gov.ae>

- Customs Scanning & Inspection
Working hours:
7 days a week, 08:00 hours to 00:00 hours
- Customs Document processing
Working hours:
7 days a week, 24 x 7
- Customs Admin Office at Documentation Centre
Working hours:
7 days a week, 07:00 hours to 15:00 hours
- AD Customs Helpdesk
Working hours:
7 days a week, 24x7
Tel.: +971 (0)2 810 1430
Toll Free: 800 888
Email: helpdesk@dof.abudhabi.ae

9.2 Port Immigration

Abu Dhabi Immigration office is based on site at Khalifa Port.

Working hours:
7 days a week, 24x7
Tel.: +971 (0)2 492 4043



9.3 Abu Dhabi Food Control Authority (ADFCA)

ADFCA office is located in the Documentation Centre (Building # 5). For further information please refer to their website: <https://www.adfca.ae>

- **Working hours:**
7 days a week, 07:00 hours to 23:00 hours
Tel.: +971 (0)2 492 4983
- ADFCA Helpdesk
Working hours:
7 days a week, 24x7
Tel.: +971 (0)2 818 1984
Email: inquiries@adfca.ae

9.4 Ministry of Climate Change & Environment (MOCCA)

MOCCA office is based in the Documentation Centre of the Khalifa Port. For further information about MOCCA please refer to their website: www.moccae.gov.ae

Working hours:
Sunday to Thursday/ 07:30 hours to 15:30 hours
Tel.: +971 (0)2 492 4606

9.5 Ministry of Health and Prevention (MOHAP)

MOHAP office is based in the Documentation Centre of the Khalifa Port. For further information about MOHAP please refer to their website: <http://www.mohap.gov.ae>

Working hours:
Sunday to Thursday/ 07:30 hours to 14:30 hours

9.6 Police, including Criminal Investigations Department (CID)

The Police and CID are available onsite in Khalifa Port. For further information please refer to their website: www.adpolice.gov.ae

Working hours:
7 days a week, 24x7
Tel.: +971 (0)2 492 4046



9.7 Port Emergency Response

Fire, Rescue and Medical emergency support are available onsite in Khalifa Port.

Working hours:

7 days a week, 24x7

Tel.: +971 (0)2 492 5511/ 800 112

Mob.: +971 (0)52 800 2060

10 ABU DHABI TERMINALS (ADT) KEY CONTACT DETAILS

10.1 Khalifa Port Container Terminal (KPCT) opening hours

KPCT is open 24 hours a day, seven days a week throughout the year.

KPCT's administration offices are open:

- Sunday through Thursday
- 08.00 hours to 16.00 hours
- The administration offices are closed on Fridays, Saturdays and public holidays.

10.2 Emergency Response

For any emergencies, please call our round the clock emergency numbers:

Security Duty Officer : +971 (0)55 800 6767

Security Control Room : 800473 / +971 (0)2 492 5252

10.3 Contacts by Department

Head office:

Abu Dhabi Terminals

P.O. Box 136687

Abu Dhabi

United Arab Emirates

ADT Board Number: +971 (0)2 492 5000

Commercial Department:

Jakob Larsen

Chief Commercial Officer

Email: Jakob.Larsen@adterminals.ae

Tel.: +971 (0)2 492 5271



Customer Service

Mr. Yasir Nasim
General Manager - Customer Service
Email: Yasir.Nasim@adterminals.ae
Tel.: +971 (0)2 492 5208

Ms. Ghada Al Ali
Customer Service Officer
Email: Ghada.AAli@adterminals.ae
Tel.: +971 (0)2 492 5243

Mr. Muhammed Thafseer
Customer Service Officer
Email: Mohamed.Thafseer@adterminals.ae
Tel.: +971 (0)2 492 5019

Ms. Amna Ali Al Hammoudi
A / After Sales Support Officer
Email: Amna.Ali@adterminals.ae
Tel.: +971 (0)2 492 5272
Group e-mail: KP.Customer@adterminals.ae

Please contact Customer Service for all general enquiries and complaints.

Sales

Mr. Abhishek Tandon
General Manager – Liner Sales
Email: Abhishek.Tandon@adterminals.ae
Tel.: +971 (0)2 492 5016

Mr. Neil Jones Gilbert
Manager UAE Sales
Email: Neil.Gilbert@adterminals.ae
Tel.: +971 (0)2 492 5023

Mr. Marzooq Mohammed
Key Account Manager
Email: Marzooq.Mohammed@adterminals.ae
Tel.: +971 (0)2 492 5207



Ms. Hiba Saleh
Key Account Manager
Email: hiba.saleh@adterminals.ae
Tel.: +971 (0)2 492 5112
Group e-mail: KP.Sales@adterminals.ae

Please contact the sales department for all sales and business development related enquiries concerning container business.

Marketing

Mr. Veni Prasad
Marketing and Business Intelligence Manager
Email: Veni.Prasad@adterminals.ae
Tel.: +971 (2) 492 5014

Please contact Marketing & Business Intelligence department for all marketing and statistical data related enquiries concerning container business.

Communication Department:

Mr. Saif Rashid AL Naqbi
A / Communication Manager
Email: Saif.Alnaqbi@adterminals.ae
Tel.: +971 (0)2-4925080

Ms. Maryam Al Zaabi
A / Communication Officer.
Email: Mariyam.Alzaabi@adterminals.ae
Tel.: +971 (0)2 492 5020

Operations Department:

Shift Manager:	KP.Shiftmanager@adterminals.ae Tel.: +971 (0)2 492 5130 Mobile: +971 (0)55 9008035
Vessel operations/EDI Submission:	KP.Vessel@adterminals.ae Tel.: +971 (0)2 492 5123 (Cargo Controller) Tel.: +971 (0)2 492 5134 (OCC Supervisor)

Berth booking and enquiries: KP.Berth@adterminals.ae
Tel.: +971 (0)2 492 5131 (Berth Planner)

Gate/Yard related enquiries: KP.Gate@adterminals.ae
Tel.: +971 (0)2 492 5133 (Gate/Yard Planner)

Documentation Centre/ Online Customer Helpdesk:

Documentation Supervisor: Saleh.alhameeri@adterminals.ae
Tel.: +971 (0)2 492 5074

Online Customer Helpdesk: kpgatespr@adterminals.ae
Tel.: +971 (0)2 492 5148/ 5149

Security Department:

General security: KP.Isps@adterminals.ae
Tel: +971 (0)2 492 5066

Finance Department:

Billing enquiries: KP.Billing@adterminals.ae
Tel: +971 (0)2 492 5073 / +971 (0)2 492 5270

Insurance claims enquiries: KP.Claims@adterminals.ae
Tel: +971 (0)2 492 5273





11. FAQ (FREQUENTLY ASKED QUESTIONS)

11.1 General information

What is Khalifa Port?

- Khalifa Port is the Emirate of Abu Dhabi's business hub that provides an efficient regional gateway with virtually unlimited growth opportunities.

Who operates the Khalifa Port Container Terminal?

- Khalifa Port Container Terminal is operated by Abu Dhabi Terminals (ADT).

Which facilities are available at Khalifa Port?

- As part of KIZAD (Khalifa Industrial Zone Abu Dhabi), Khalifa Port is truly a business hub that provides businesses with access to the global markets that offers virtually unlimited opportunities for growth and expansion.
- Khalifa Port consists of two parts, popularly referred to as "offshore" and "onshore".
- Facilities "onshore" includes the documentation centre, customs facilities, maintain & repair facility (DBCS), mosques, food court, ADNOC fuel station and other facilities such as office space for customers and other stakeholders. The security gate, which is controlled by the Port Authority, is also located "onshore".
- "Offshore" is the reclaimed island that includes the actual container terminal, with gates, warehouses, maintain & repair facility (Allied Offshore Container Services) and other storage, as well as a number of other value added services like seafarers center, food court and emergency response center.

How do I contact Abu Dhabi Terminals (ADT) in Khalifa Port?

- You can contact ADT Customer Service on kp.customer@adterminals.ae for any enquiry related to Abu Dhabi Terminals (ADT).

11.2 Safety

How do you ensure my safety in Khalifa Port Container Terminal?

- The safety and security of anybody in and around the Khalifa Port Container Terminal is, and always will be, Abu Dhabi Terminals' number one priority.
- Abu Dhabi Terminals maintains the OHSAS 18001:2007 Occupational Health and Safety & ISO 14001:2004 Environmental management system certifications from Bureau Veritas.
- Anyone wishing to conduct business here must complete a safety induction that is offered by the Abu Dhabi Ports.
- All work is managed through a permit to work system with risk assessment approval before work commences.

11.3 Security

Is the Khalifa Port Container Terminal ISPS compliant?

- Yes

How do I get a Gate Security Pass?

- Gate security passes are obtained from the Abu Dhabi Ports, Gate Security Pass Office, which is located at the Khalifa Port Documentation Centre, building 5 and building 3.
- For further details regarding gate security pass, kindly contact on 02-4924700, gatepass.kp@adports.ae

11.4 Government Stakeholder

Who are the government authorities located in Khalifa Port?

- Abu Dhabi Customs
- Abu Dhabi Food Control Authorities (ADFCA)
- Abu Dhabi Immigration
- Ministry of Climate Change & Environment (MOCCAE)
- Ministry of Health and Prevention (MOHAP)
- Police, including Criminal Investigations Department (CID).

How do I clear my shipment from Khalifa Port?

- You have to approach Abu Dhabi Customs to clear the shipment.

Do I need AD Customs code to clear my shipment?

- Yes, you have to register with AD customs to get code.

How can I register with AD Customs?

- Companies that are licensed by Abu Dhabi Economic Department with Shipping and Forwarding related activities can register with customs. Please refer Section 05 for complete requirements for registration.

What are the requirements / procedures for registering clearing company in AD customs?

- Certain requirements, approvals & bank guarantee are required for registration. Please refer Section 05 for complete set of requirements for registration.

**Where is Customs located in Khalifa Port?**

- Customs admin office is in Building # 5, before the main gate of Khalifa port. Their inspection area is on building # 15 inside the main gate.

Do Customs have online system for cargo clearing?

- Yes, they have. The system called Dhabi.

Do AD Customs inspect all the import containers physically?

- No, they don't. Shipments subject to physical inspection are randomly selected.

Can I load 2 x 20' on a trailer for Customs inspection?

- No. single 20' / 40' container on trailer is allowed for inspection

Are export shipments subject to inspection?

- No inspection for export shipments

Do I need to take advance appointment for Customs inspection?

- Not required. Container subject to inspection may proceed directly to customs inspection area after loading from the Terminal

What are the charges for various Customs activities?

- Please refer below link for all Customs related charges

<https://www.fca.gov.ae/en/HomeRightMenu/Pages/CustomsServiceFees.aspx?SelectedTab=3>

Do AD Customs have Help Desk?

- Yes, Contact numbers are +971 4924418 / 4406 and Email: helpdesk@dof.abudhabi.ae.

Can I import foodstuff through Khalifa port?

Yes, you can. Abu Dhabi Food Control Authority (ADFCA) regulates the movement.

Do I need to register with ADFCA?

- No registration required with ADFCA.

**What is the charge for the ADFCA inspection?**

- ADFCA inspection is free of cost

Where is ADFCA located in Khalifa Port?

- ADFCA admin office is in Building # 5, before the main gate of Khalifa port. Their inspection area is on building # 15 inside the main gate.

How long will it take to get the sample results?

- It will take 5 – 7 working days

Do ADFCA have Help desk?

- Yes, you can call ADFCA office on +971(0)2 4924983.

What is working hours of ADFCA office in Khalifa Port?

- ADFCA works 7 days a week from 07:00 to 23:00.

What are the services provided by MOCCAЕ?

- Please refer below link for complete set of services provided by MOCCAЕ

<https://www.moccae.gov.ae/en/our-services/services-for-company.aspx>

What kind shipments are inspected by MOCCAЕ?

- Shipments comes under the category Animal wealth, Agricultural, Fisheries, environmental etc. Please refer below for complete set of information

<https://www.moccae.gov.ae/en/our-services/services-for-company.aspx>

Do I have to visit MOCCAЕ office to apply for import/export permit?

- No, Ministry website enables users to use services and follow-up with them in a smart way without visiting Customer Centers. User can access the website.

<https://eservices.moccae.gov.ae>.

Do MOCCAЕ have Help desk?

- Yes, they do have a Call Center, and you can call for any information you would like to have from MOCCAЕ. You can contact on 8003050 during work hours (7:30 - 14:30).



What are the activities of MOHAP in Khalifa port?

- Shipments comes under below category are inspected by MOHAP
 - a) Pharmaceutical products
 - b) Medical equipment & products
 - c) Chemical precursors

Where in MOHAP located in Khalifa port?

- They are located in Building # 5, before the main gate of Khalifa Port

11.5 Marine

Who offers marine services in Khalifa Port?

- Marine services in Khalifa Port are offered by Abu Dhabi Ports.
- For further information you can visit to: www.adports.ae.

11.6 Port Access and Gates

How is the maritime access?

- Tugs are compulsory.
- For detailed information, please contact Abu Dhabi Port's Harbour Master on HM.Office@adports.ae or Khalifa VTS: khalifa.vts@adports.ae
- No vessel will be allowed to berth at Khalifa Port Container Terminal without an approved berth booking from Abu Dhabi Terminals' Planning Department.

How is the landside access?

- Trucks and light vehicles can access Khalifa Port from the E11, Exit 376A.

Will I need a Gate Security Pass?

- Yes, anybody wishing to enter Khalifa Port must first obtain a Gate Security Pass from Abu Dhabi Ports Gate Security Pass Offices, which are located at the Khalifa Port Documentation Centre, building 5 and building 3.

What are working hours at Khalifa Port Container Terminal?

- ADT Documentation Center team works Sunday to Saturday from 07.00-23.00 hours.
- Abu Dhabi Ports Security department works 24/7.
- Customs work 24/7 for inspections and document processing.
- Customs admin office is available in Documentation Centre from 07.00-15.00 hours.



11.7 Trucking companies, operations

Do I need an RFID tag for my truck?

- Trucks that wish to enter Khalifa Port Container Terminal to either deliver or pick up containers will only be granted access if they are duly registered with Abu Dhabi Ports and fitted with a RFID tag installed by ADT.

How do I get an RFID tag fitted?

- Please contact ADT counter in Documentation Centre, building number 5.

What is the gate procedure to enter truck to Khalifa Port Container Terminal?

- Trucks that wish to enter Khalifa Port Container Terminal to either deliver or pick up containers, will only be granted access if they hold a valid Truck Visit Appointment (TVA).

What are the cargo cut-off times?

- The cargo cut-off time at Khalifa Port Container Terminal is generally 6 hours before the scheduled vessel arrival.

Is there a CFS in Khalifa Port?

- Yes, CFS is located in the onshore area and is operated by Abu Dhabi Ports.

Where do I handle the documentation process?

- Khalifa Port Documentation Centre is located onshore in the area that also includes a mosque, food court and other facilities.
- ADT Documentation is operational Sunday to Saturday from 07.00-23.00 hours.

11.8 Shipping companies, operations

Do I require a berth booking?

- Yes, vessels will only be allowed to berth at Khalifa Port Container Terminal with an approved berth booking from Abu Dhabi Terminals' Planning Department.



11.9 Online services

Does ADT have online web portal?

- Yes, ADT has online web portal comprises of many value adding e-services.
- To access ADT web portal, kindly visit <https://webapps.adterminals.ae>

Does ADT have 24/7 online customer helpdesk?

- Yes, ADT have 24/7 online customer helpdesk and provides support in term of trainings for all the e-services available on ADT web portal.
- Please feel free to approach our online customer helpdesk at all times for any query or requirements with regards to online services.
- Contact details as follows:

Documentation Centre / Online Customer Helpdesk:

Documentation Supervisor: Saleh.alhameeri@adterminals.ae
Tel.: +971 (0)2 492 5074

Online Customer Helpdesk: kpgatespr@adterminals.ae
Tel.: +971 (0)2 492 5148/ 5149

What are the services provided by Maqta Gateway?

- Maqta Gateway is an interface between ADT & Port users. It provides the services such as Truck visit appointment, online bookings, vessel declaration portal etc.

What is the contact number for Maqta Service desk?

- 800102030 is the toll free number for Maqta Gateway Service desk

CONTACT

ABU DHABI PORTS OPERATING COMPANY PJSC - ABU DHABI TERMINALS,
KHALIFA PORT
PO Box 136687, Abu Dhabi, United Arab Emirates
Tel: +971 2 492 5000 / Fax: +971 2 492 5160

Arabic

شركة أبو ظبي لتشغيل الموانئ ش م خ - مرافئ أبو ظبي
ميناء خليفة
صندوق بريد 136687 ، أبوظبي، الإمارات العربية المتحدة
فاكس: 492 2 5160 هاتف: 5000 + / 971 2 492 971

kp.customer@adterminals.ae



مرافئ أبو ظبي
ABU DHABI TERMINALS

www.adterminals.ae