

# **Haldia International Container Terminal (HICT)**

## **Standard Operating Policy and Procedures**

### **Terminal Operations**

## Introduction

A **standard operating policy & procedure (SOPP)** is a set of step-by-step activities compiled by an organization to help workers conduct **complex** as well as **standard routine operations**. SOPPs help to achieve **efficiency, quality output and uniformity of performance** while contributing to efforts that lead to **process excellence**.

This SOPP aims to achieve the following objectives:

1. Function as a **guide and reference document** to stakeholders at all levels of the organization
2. Clearly **communicate** activities and help to achieve **consistency** in operational procedures
3. **Create accountability** by assigning responsibilities at each stage of the lifecycle
4. **Aid governance** by documenting **auditable processes** and detailing **control elements** at each stage of the lifecycle

## What is the Lifecycle and Process Tree?

Each SOPP follows the process tree hierarchy and covers a specific entire process.

- A **process** represents logical grouping of sub processes and provides detail at functional level
- A **sub process** represents grouping of similar activities
- An **activity lists** down specific tasks that have/are measurable, time bound, associated risks, mitigating controls and defined owners

The entire business lifecycle consists of several processes. An SOPP is tasked with the coverage of all sub process and activities applicable to a particular process.

## Who are the Stakeholders for this SOPP?

This stakeholders for this SOPP shall primarily be activity owners and business units.

1. Activity owners (operating units) – Activity owners shall use this SOPP as a reference document while performing their **activities daily**.
2. Business units – Business units shall use the SOPP as a repository of all activities across the lifecycle. This will aid in identifying **process improvement opportunities**.

## Who will use this SOPP?

This SOPP shall be used by stakeholders across the entire organization. Most notable shall be the following:

1. Risk and Governance units – Risk and Governance units shall reference the SOPP to **review existing controls** and assess their
2. Auditors – Auditors shall use this SOPP to check **adherence to defined processes** and standards. The SOPP shall help them identify any deviations to defined processes

## How do you read the SOPP?

To read this SOPP, it is essential to understand the **process lifecycle and its coverage**. This SOPP is documented in a **chronological order** in line with the sequence of activities performed by activity owners. Therefore, it should be read as such.

This SOPP also provides references to various **organization level policies, checklists, systems, reports** etc. These have been appropriately **referenced** at applicable activities and attached as Annexures to this SOPP.

Each activity has an activity owner assigned to it. An activity also has the following references against it:

- Performer – Person who will execute the activity.
- Frequency – Each activity has defined period.
- Template – Reference to any template (If Any)
- System / Manual reference – Each activity is performed either manually or rooted through system.

### **Organization structure**

The organization structure defined in the SOPP is the structure defined at the functional level. **'Activity owners'** are defined as those who are responsible for **performing the activity**. **'Business Owners'** are defined as those who have **oversight and ultimate ownership** for the activities.

The **'roles and responsibilities'** table in the SOPP lists down the 'business owners' and provides details on **key activities** they are responsible for. The list of 'business owners' shall form the organization structure for the SOPP and mega process.

### **Rules for this SOP**

- This SOPP shall be reviewed on annual basis.
- Any changes in the SOPP will be approved by xx and then updated by

## Document review and approval

### Revision history

Version	Created By	Document Approved By	Date Approved	Revision
V1	XX	Terminal/Branch Head	XX	XX
SOPP Number	1			
Applicable Entities	Entity Type	Entity Name		
	Container Terminal	➤ Haldia International Container Terminal		
Process Owner	Terminal/Branch Head			
IT Applications	Entity Name		System	
	Haldia International Container Terminal		SAP Hana	
Guidelines / Policy reference				
SOPP Cross References				

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## Abbreviations and Definitions

Abbreviations	Details
BAPLIE	Bay Plan Of Import & Export
BD	Business Development
BEX	Berth Executive
BOE	Bill Of Entry
CEO	Chief Executive Officer
CFS	Container Freight Station
CH	Channel
CHA	Customs House Agent
CHE	Container Handling Equipment
CLP	Container Load Plan
COA	Container Operating Agent
COO	Chief Operating Officer
CY	Container Yard
DC	Dock Challan
DGM/ AGM	Deputy/ Assistant General Manager
DGS	Directorate General Of Shipping
DOA	Delegation Of Authority
VPA	Visakhapatnam Port Authority
EAL	Export Advance List
EC	Executive Committee
ECH	Empty Container Handler
EDI	Electronic Data Interchange
EIR	Equipment Interchange Receipt
ETA	Estimated Time Of Arrival
ETV	External Transport Vehicle
EWE/EWS	Export Warehouse Executive/Surveyor
F&A	Finance And Accounts
FBH	Full Body Harness
FDS	Final Draft Survey
GM	General Manager
GR /IR	Goods Receipt / Invoice Receipt
HHT	Handheld Terminal
HO	Head Office
HOD	Head Of Department
IAL	Import Advance List
ICD	Inland Container Depots
IGM	Import General Manifest
IMD	India Meteorological Department
IMO	International Maritime Organization
IPOS	Integrated Port Operating System
ITV	Internal Transport Vehicle

JO	Job Order
VCTPL	Visakha Container Terminal Private Limited
KPI	Key Performance Indicators
MACH	Marine Container Handling System
MSDS	Material Safety Data Sheet
NOC	No Objection Certificate
ODC	Over Dimension Container
OOC	Out Of Charge
OOG	Out Of Gauge
OTB	One Time Bottle
POD	Port Of Discharge
POW	Point Of Work
PPE	Personal Protective Equipment
QC	Quay Crane
RS	Reach Stacker
RTG	Rubber Tire Gantry
S/B No	Shipping Bill Number
SB	Shipping Bill
SIC	Shift In Charge
SM	Shift Manager
SMTTP	Sub Manifest Transshipment Permit
SRF	Service Request Form
SSR	Special Service Request
SWL	Safe Working Load
TAT	Truck Turnaround Time
TCS	Tata Consultancy Services Limited
TH	Terminal Head
TOS	Terminal Operating System
TXR	Train Examination
VGM	Verified Gross Mass
VHF	Very High Frequency
VIA	Vessel Identification No
VMT	Vehicle Mounted Terminal
VOA	Vessel Operating Agent
VP	Vice President
YEX	Yard Executive

#### Definitions:

1. **Company/ Entity:** Any references/ mention of “entity” or “company” in the SOP refers to “J M Baxi Group.”

2. **Import General Manifest (IGM):** An Import General Manifest (IGM) is a legal document that lists the details of a shipment of goods entering a country. It is a mandatory document that is submitted to customs before the goods arrive. The carrier or their authorized agent prepares the IGM.
3. **Bill of Entry (BOE):** Bill of Entry (BoE) is a legal document filed by importers or customs agents to facilitate the customs clearance process for imported goods. This document is essential for ensuring that all applicable taxes and duties are paid, and the goods comply with the importing country's regulations.
4. **Customs Housing Agents (CHA):** A customs house agent (CHA) is a licensed professional who helps importers and exporters with customs clearance. They function as a liaison between traders and customs authorities.
5. **Out of Charge:** A customs status that indicates that goods have been cleared for import or export.
6. **Vessel Draft Survey:** Vessel's final draft survey measures the displacement of water before and after cargo is loaded or unloaded. The difference in displacement represents the weight of the cargo.
7. **Stowage Plan:** Stowage plan is a map that shows where to place cargo on a ship.
8. **Laycan:** Laycan is the agreed-upon time when a ship is expected to arrive at a port to load or unload cargo. It is an abbreviation of "lay days cancelling".



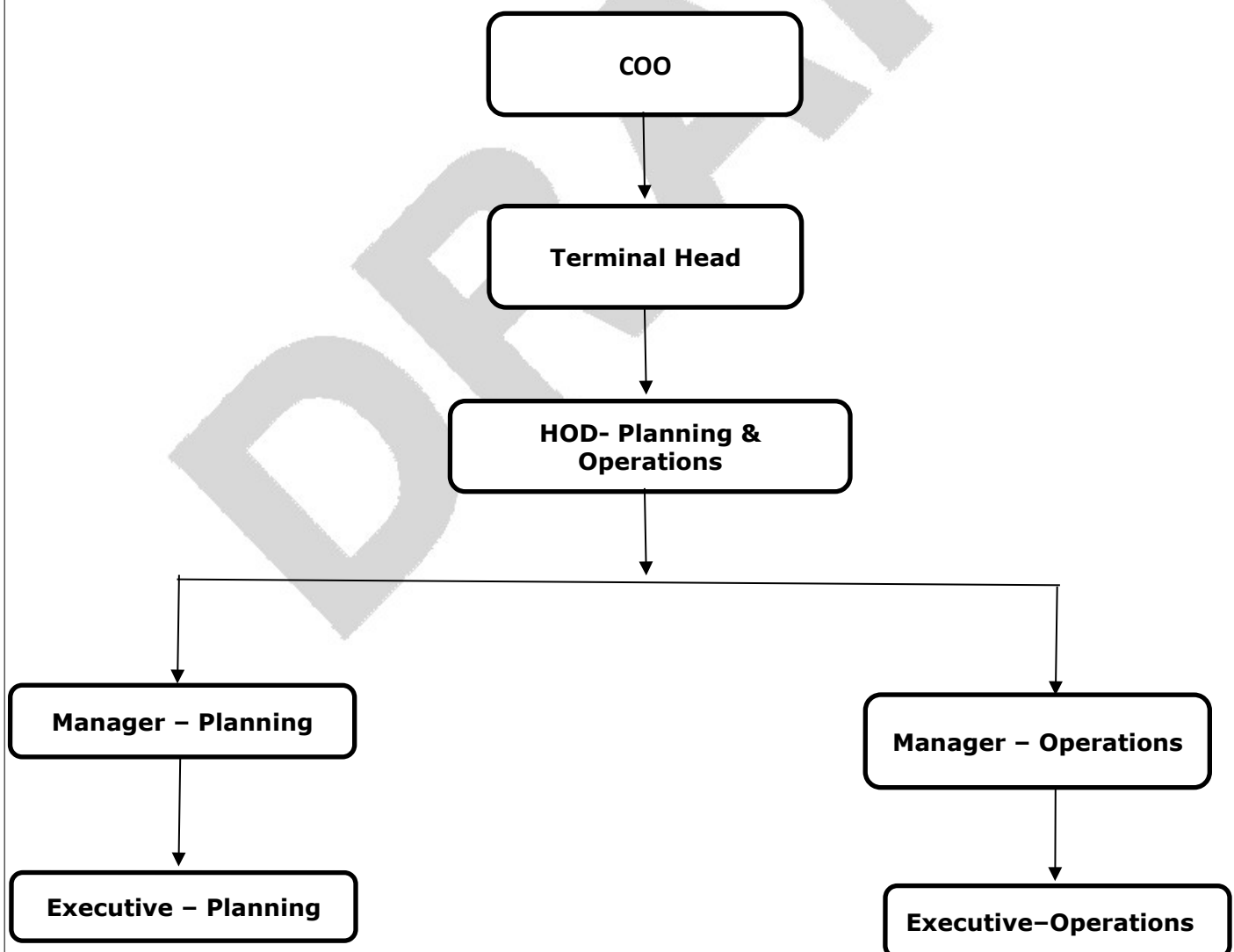
## Executive Summary

The Port Terminal Operations Standard Operating Procedures (SOP) document outlines the processes, policies, and best practices that govern the efficient, safe, and compliant operation of port terminals. It is designed to ensure that all terminal activities, including cargo handling, vessel management, logistics, safety protocols, and customer service, are conducted consistently and in line with industry standards and regulatory requirements.

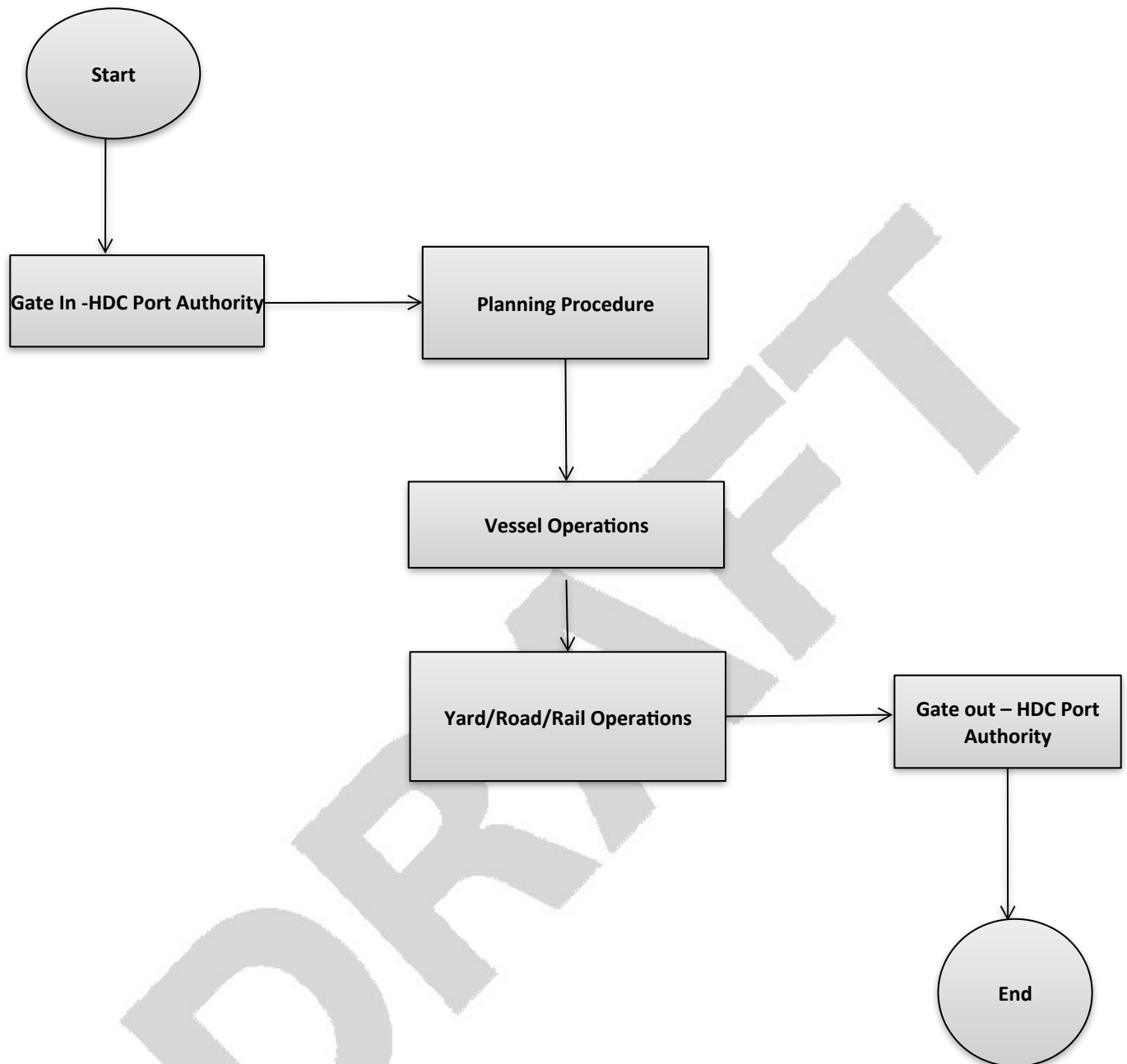
This SOP aims to optimize operational efficiency by defining clear workflows and responsibilities, minimizing operational risks, and enhancing customer satisfaction through streamlined processes. Key components of the SOP include:

1. **Cargo Handling Procedures:** Guidelines for the receipt, storage, and dispatch of cargo, ensuring accurate and timely processing.
2. **Vessel Operations:** Standard practices for the docking, unloading, loading, and departure of vessels, including safety protocols for crew and equipment.
3. **Equipment Maintenance and Safety:** Procedures for the upkeep of port equipment and safety systems, ensuring operational readiness and risk mitigation.
4. **Logistics and Documentation:** Standardized methods for managing the flow of goods and proper documentation to ensure legal compliance and smooth supply chain management.

## Organization Structure



## Process Flow

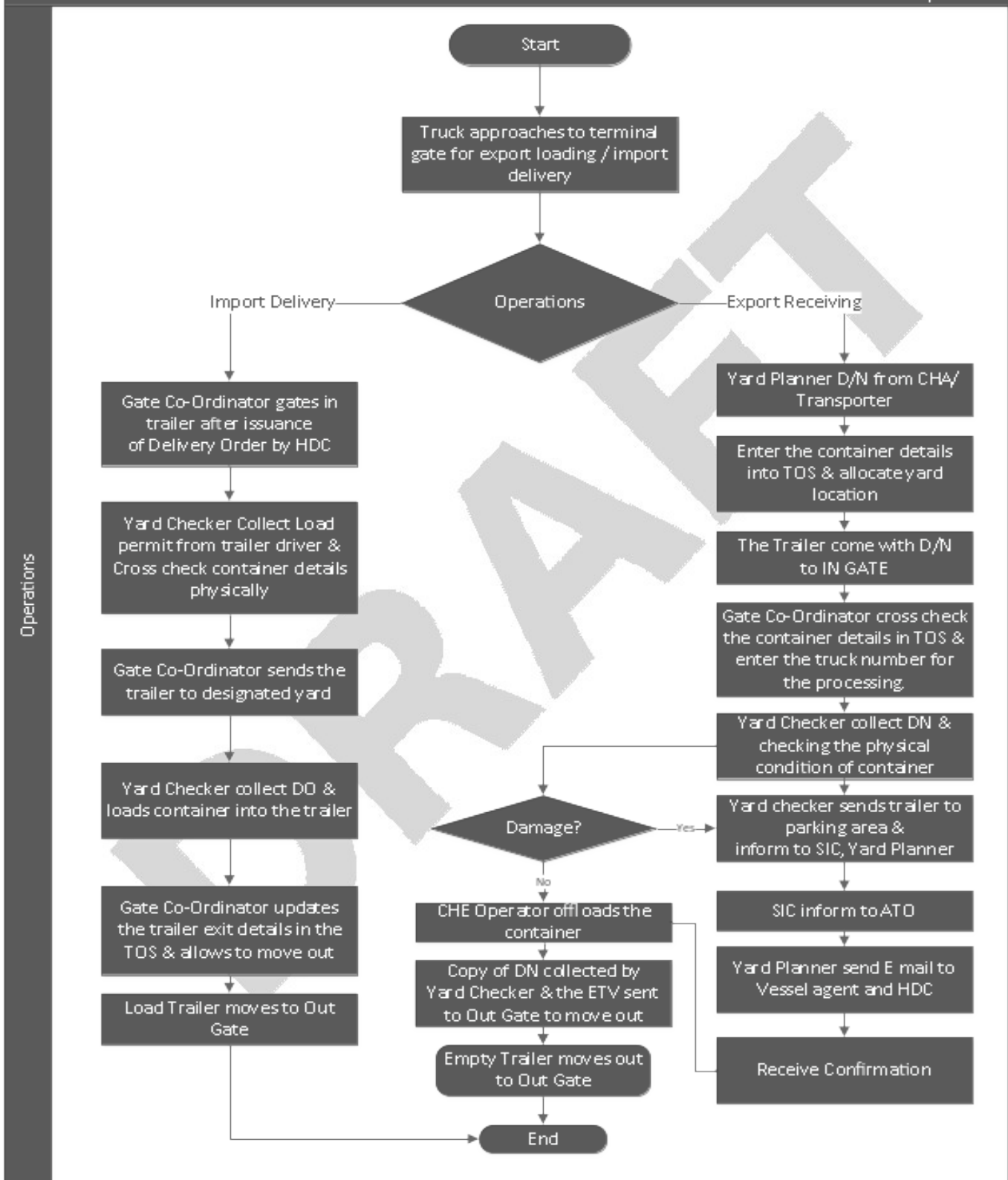


## Process Flow

### Gate Operations – Gate in & Gate Out

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Gate Operations



## Process Flow

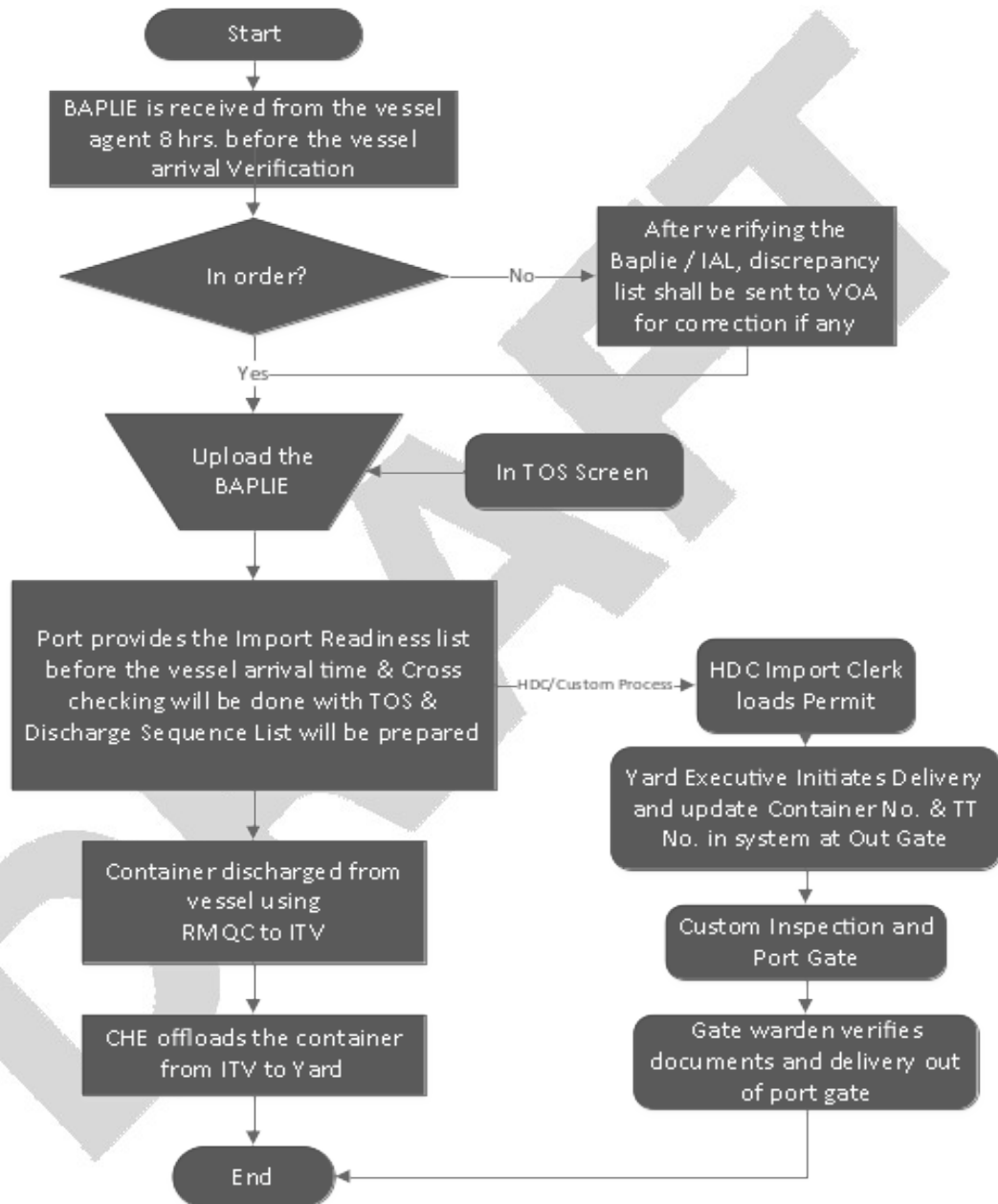
### Planning Procedure – Vessel Planning

#### ➤ Discharge- Import Plan

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Import Flow Process

Operations – Vessel Planner/Berth Executive



## Process Flow

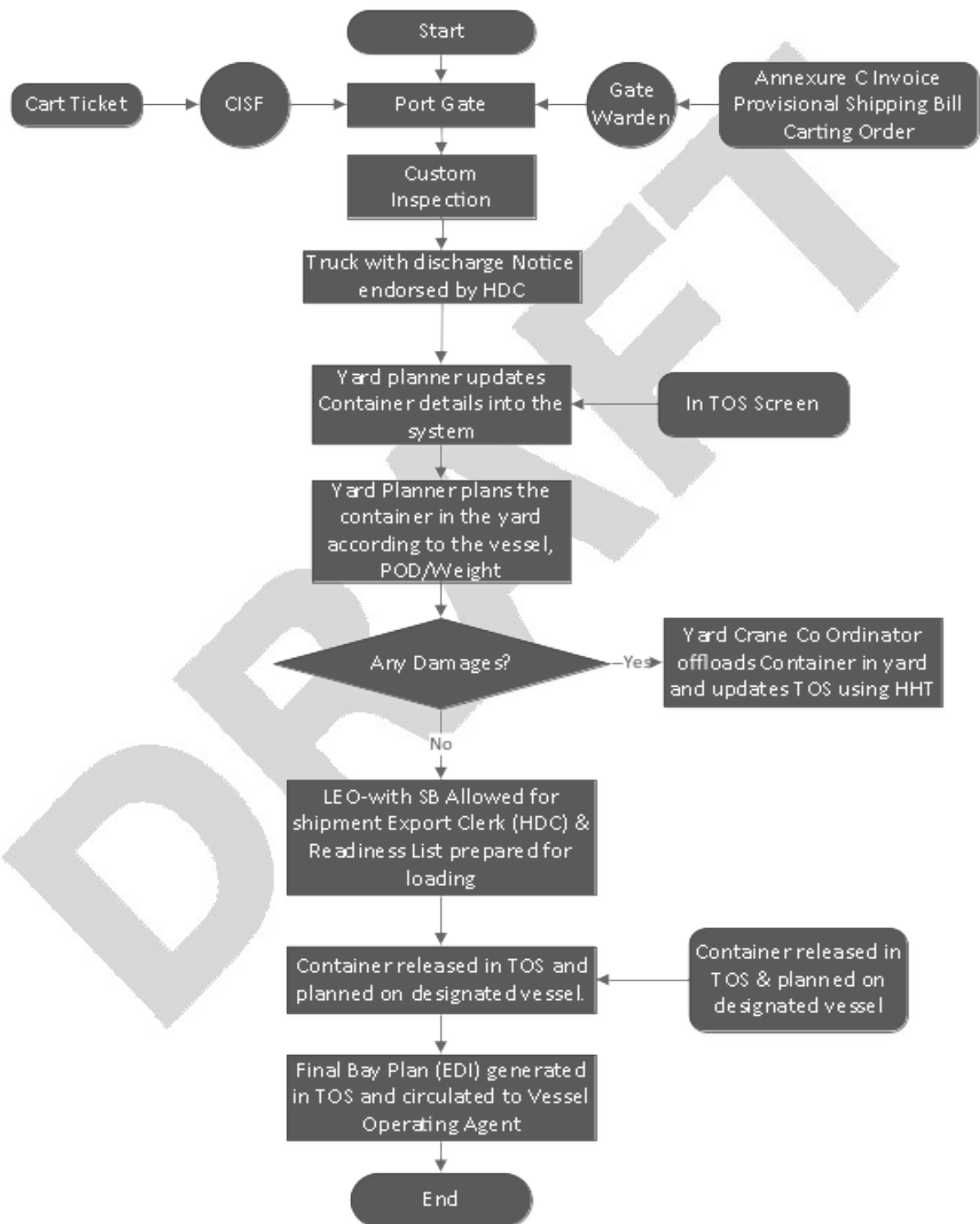
### Planning Procedure – Vessel Planning

#### ➤ Loading – Export Plan

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Export Flow Process

Operations – Yard Planner/Crane Co-Ordinator



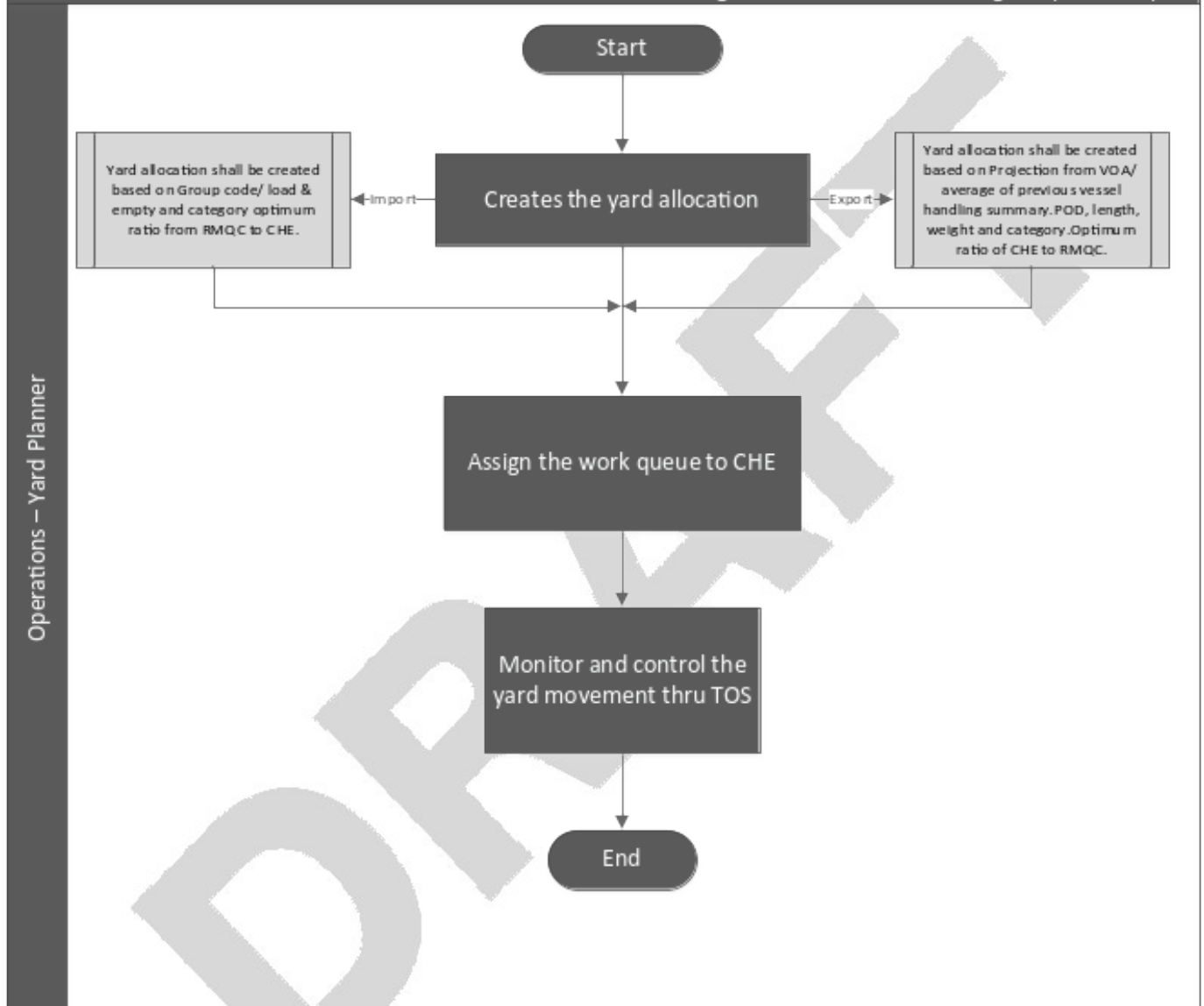
## Process Flow

### Planning Procedure – Yard Planning

#### ➤ Export – Import Plan

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Planning Procedure – Yard Planning – Export & Import



## Process Flow

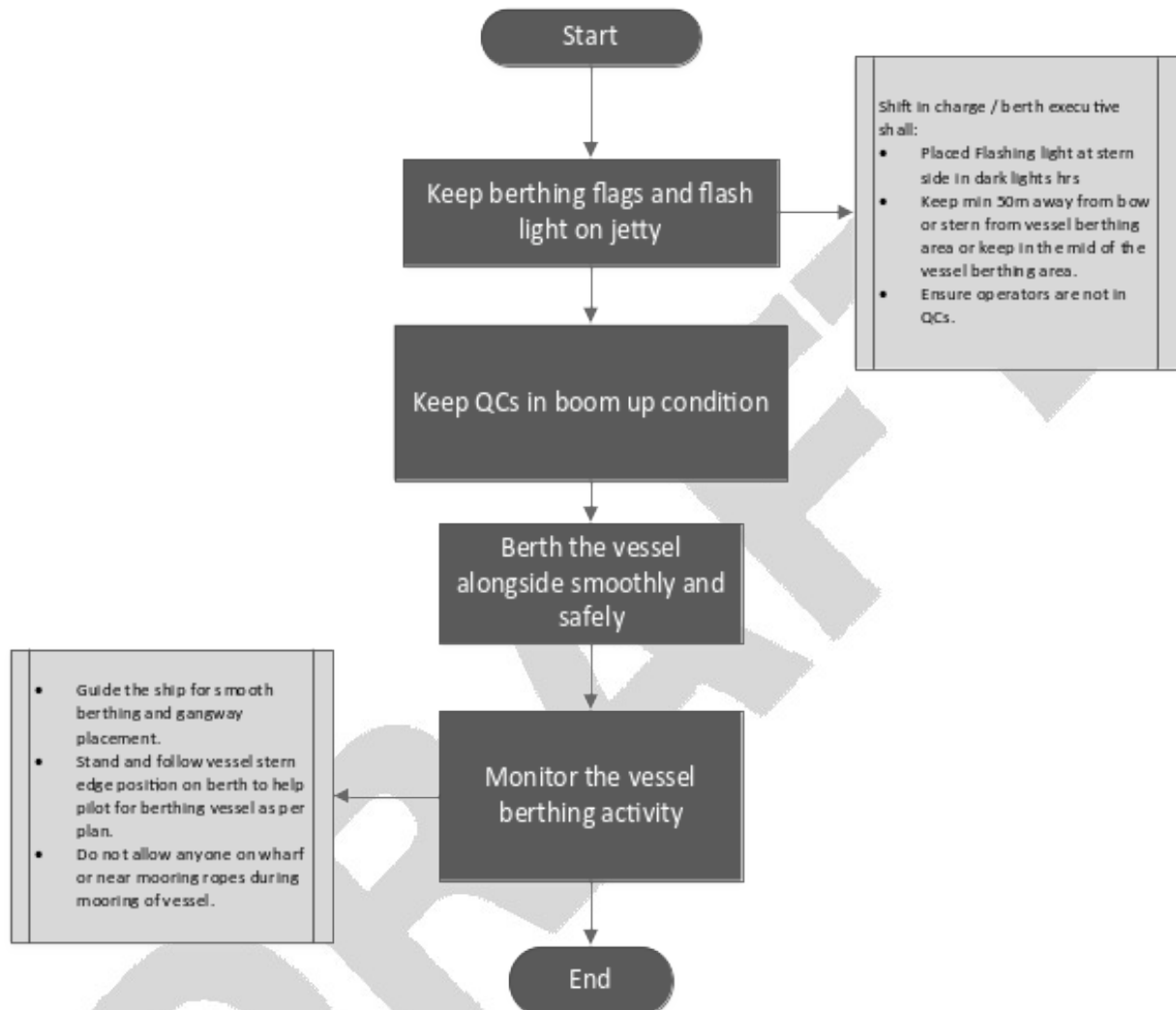
## Vessel Operations

### ➤ Vessel Berthing

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Vessel Operations – Vessel Berthing

Operations – Shift In Charge/Berth Executive



## Process Flow

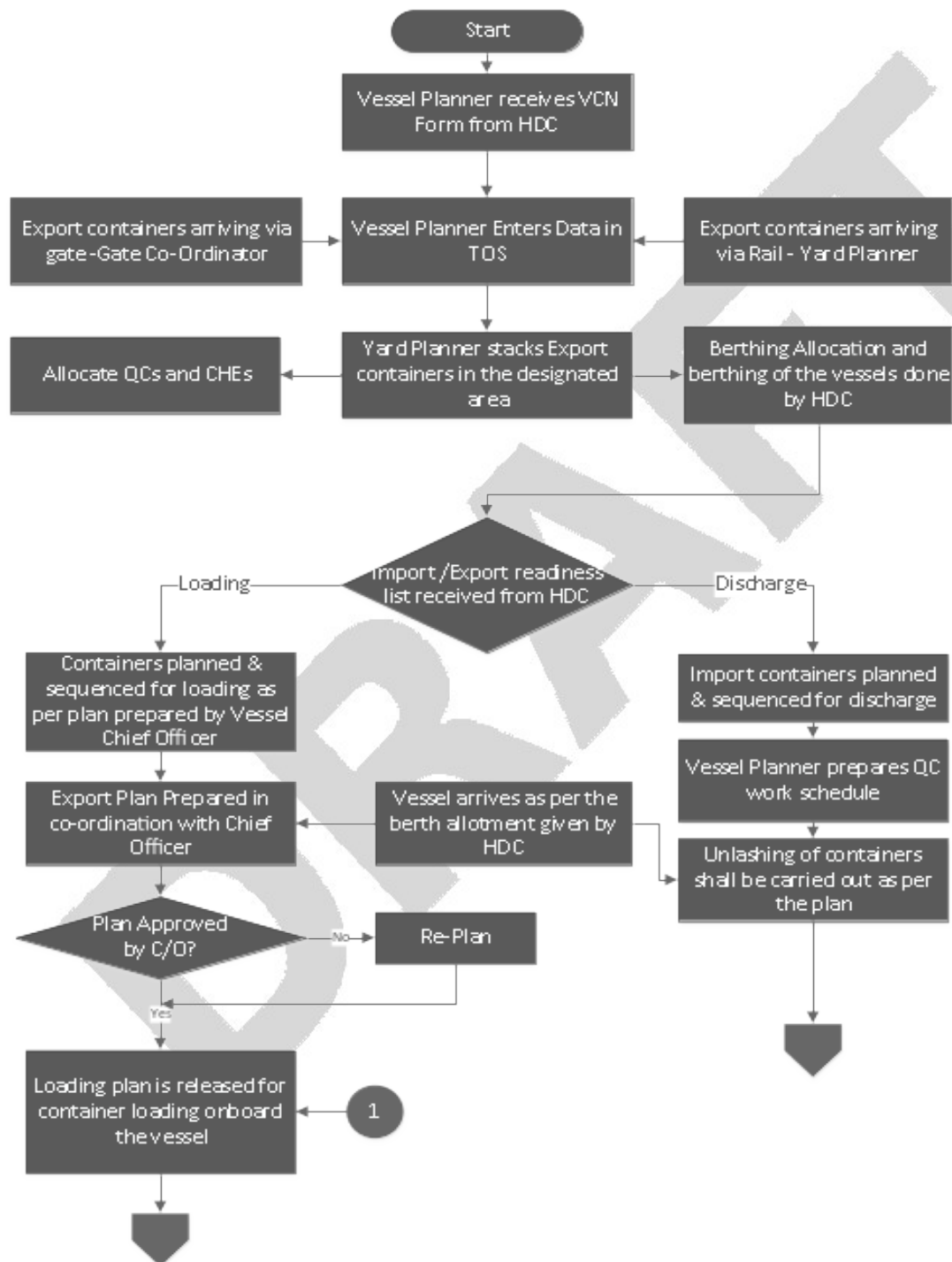
## Vessel Operations

### ➤ Loading & Discharge

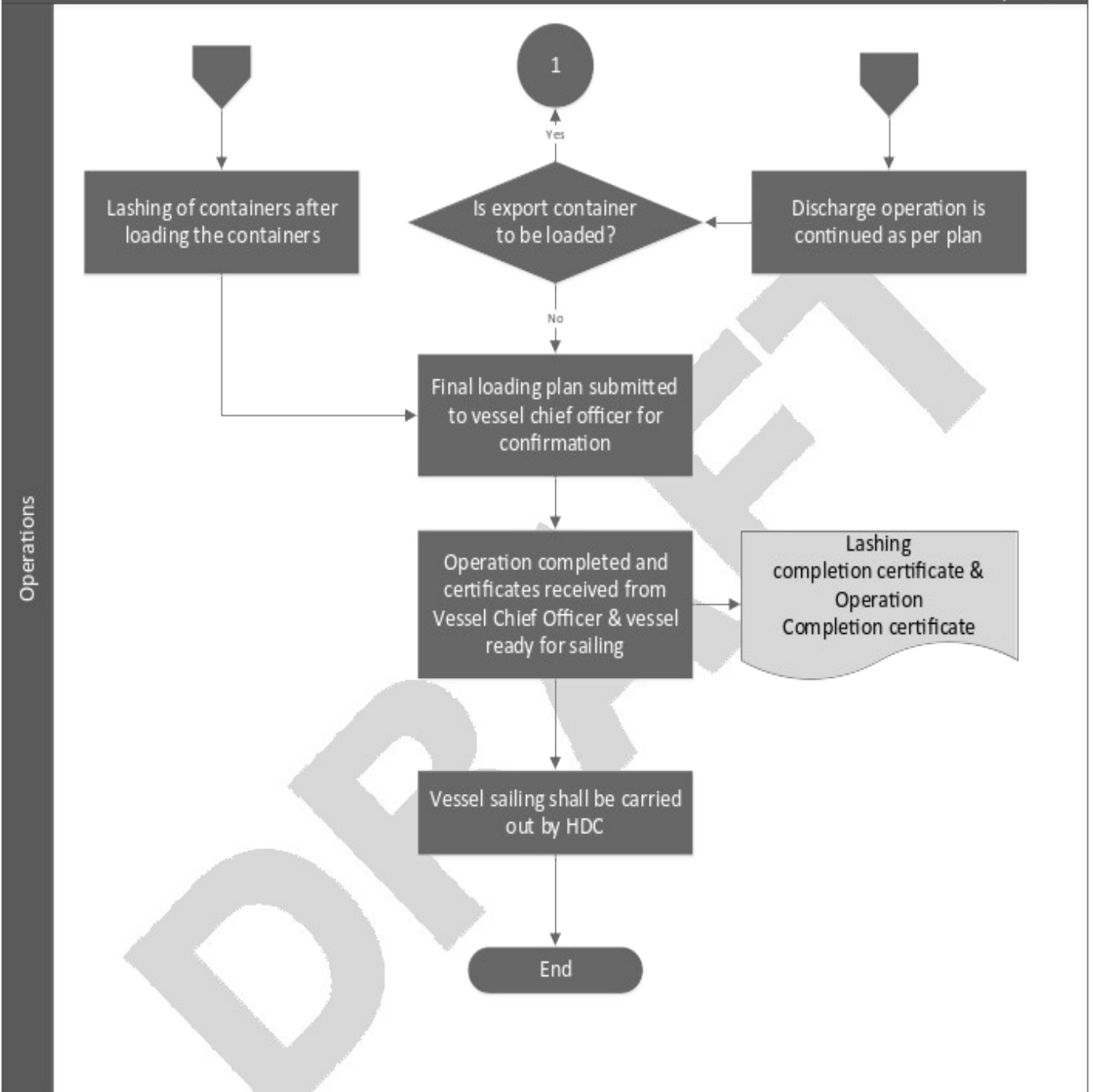
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Vessel Operations

Operations







# Key Process Activities

## 1. Vessel Planning and Allocation

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<p><b>1.1 Container Discharge Plan- Import</b></p> <ul style="list-style-type: none"><li>▪ The containers shall be unlashd prior to the discharge of containers.</li><li>▪ Berth CC should align the ITV on the wharf and communicate with the QC operator that the ITV is placed in the proper location and discharge work may be started.</li><li>▪ After getting confirmation from the Wharf CC, the QC operator should land the container on the ITV.</li><li>▪ The containers shall be unloaded onto the ITV in accordance with the sequence defined in the Vessel Discharge Sequence List.</li><li>▪ The ITV shall proceed to the unpinning station for removing twist locks from the container base and container inspection.</li><li>▪ "The container shall be inspected for the following in the unpinning station:<ul style="list-style-type: none"><li>♦ Container number as listed on the Discharge Sequence List / HHT.</li><li>♦ Damage, if any.</li></ul></li><li>▪ "If the container is not listed in the Discharge Sequence List, the VOA shall be contacted to confirm whether this container needs to be discharged or not. If this is to be discharged, it must be manually added to the Discharge Sheet by indicating the following details:<ul style="list-style-type: none"><li>♦ Container Number.</li><li>♦ ISO Code indicating size &amp; type of container.</li><li>♦ Discharge Location."</li></ul></li><li>▪ In case the VOA confirms that the container is not to be discharged, the container must be marked as 'RESTOW'.</li><li>▪ If the container is found damaged, a damage report shall be prepared and shall be duly acknowledged by the Chief Officer in the</li></ul>	Executive - Operations	Manager/HOD - Operations	As & When	Manual

<p>vessel.</p> <ul style="list-style-type: none"> <li>▪ After completing verification, the container shall be transported to the designated location in the CY by the ITV.</li> <li>▪ The container shall be offloaded by the CHE in the pre-planned storage position in the CY.</li> <li>▪ If there is a container which is short landed or over-landed, the following shall be carried out: <ul style="list-style-type: none"> <li>♦ Over-Landed (Out-of-List) Container: The VOA shall provide the Planning Section with written instructions along with Customs permission on the over-landed container as soon as possible but ultimately before the departure of the vessel. In case the VOA fails to respond prior to the completion of vessel operations, the container shall be restowed back.</li> <li>♦ Short-Landed Containers: VOA shall be informed about the short landing after the vessel discharge operation has been completed. The VOA shall take note of this report and inform the Planning Section about the action taken in this regard.</li> </ul> </li> </ul>				
<p><b>1.2 Container Loading Plan - Export</b></p> <ul style="list-style-type: none"> <li>▪ The CHE shall load the container from the CY onto the ITV as per the loading sequence provided by the vessel planner.</li> <li>▪ The container shall be transported by the ITV from the CY to the designated quay crane.</li> <li>▪ When the container arrives at the pinning station located prior to the quay crane, a physical check shall be carried out for the following: <ul style="list-style-type: none"> <li>♦ Container number is listed in the Vessel Loading Sequence.</li> <li>♦ Damage, if any.</li> </ul> </li> <li>▪ In case of any of the above discrepancies, the container shall not be loaded on the vessel.</li> <li>▪ After completing the checks, the ITV shall proceed forward to the respective quay crane, and the container shall be loaded in the vessel slot as indicated in the Vessel</li> </ul>	<p><b>Executive - Operations</b></p>	<p><b>Manager/ HOD - Operations</b></p>	<p><b>As &amp; When</b></p>	<p><b>Manual</b></p>

<p>Loading Sequence.</p> <ul style="list-style-type: none"> <li>▪ Special care shall be taken to ensure the safe loading of High Cube, OOG containers, Reefer containers, and Hazardous containers. This shall be carried out in coordination with the Vessel Planner and the Chief Officer of the vessel.</li> <li>▪ In case the VOA fails to intimate the action to be taken for an over-landed container, the container shall be loaded back onto the vessel after proper stowage planning.</li> <li>▪ On completion of loading, the final Bay Plan shall be submitted to the Chief Officer for records.</li> </ul>				
<p><b>1.3 Allocate Cranes and Establish Working Sequence</b></p> <ul style="list-style-type: none"> <li>▪ On accessing the vessel stowage, the Quay Cranes and the CHEs in the CY shall be allocated for performing the vessel operation.</li> <li>▪ Quay crane working sequence shall be prepared based on the stowage and the number of cranes allocated to the vessel.</li> <li>▪ Pinning/Unpinning station shall be positioned away from the working quay cranes prior to the commencement of discharge/loading operation.</li> <li>▪ All the personnel (tally, lashers) in the wharf should be positioned in the pinning/unpinning station prior to the commencement of discharge/loading operation.</li> <li>▪ No personnel or TT shall be allowed to stay, walk, or move beneath equipment under breakdown with a suspended load. All personnel and ETV/ITV should be evacuated from under such equipment immediately.</li> <li>▪ The Berth Executive shall ensure that no trailers are under a suspended load while the equipment is under breakdown.</li> </ul>	<p><b>Executive - Operations</b></p>	<p><b>Manager/ HOD - Operations</b></p>	<p><b>As &amp; When</b></p>	<p><b>Manual</b></p>

## 2. Berthing and Unberthing of the vessel

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<b>2.1 Berthing of vessel</b> <ul style="list-style-type: none"> <li>The vessel shall be berthed by HDC at the berth as discussed in the berthing meeting.</li> <li>Quay cranes shall be kept in a boom-up condition, clear from the vessel berthing area.</li> <li>No one shall be allowed on the wharf or near mooring ropes during the mooring/unmooring activity of vessels.</li> </ul>	Executive - Operations	Manager/HOD - Operations	As & When	Manual
<b>2.2 Unberthing / Sailing / Casting-Off of the Vessel</b> <ul style="list-style-type: none"> <li>The VOA shall ensure that the port clearance and other formalities are completed prior to the completion of the vessel operation.</li> <li>The ETC of the vessel shall be informed to the Chief Officer, VOA, and HDC officials.</li> <li>Quay cranes shall be kept in a boom-up condition, clear from the vessel sailing area.</li> <li>The sailing of the vessel shall be done by HDC.</li> </ul>	Executive - Operations	Manager/HOD - Operations	As & When	Manual

### 3. Yard operation

#### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<b>3.1 General Guidelines</b> <ul style="list-style-type: none"> <li>Any ITVs marked as "NO GO" shall not be allowed for operation until the defect is rectified. Until then, the said ITV shall be replaced with another ITV in good operational condition. Quay cranes shall be kept in a boom-up condition, clear from the vessel berthing area.</li> <li>The SIC/Yard Supervisor shall ensure that all Tractor Trailers (ETVs and ITVs) strictly adhere to the speed limits (10 km/h from the gate complex to the CY and 10 km/h inside the CY) set by the terminal management and follow the correct traffic route.</li> <li>Any abnormalities observed on CHEs shall be reported to the SIC/Yard Supervisor immediately, and the equipment shall be handed over to the Engineering Department for maintenance.</li> <li>The CHEs shall be given for planned maintenance or diesel filling based on the "Equipment Deployment Schedule" without affecting operations.</li> <li>The SIC/Yard Supervisor shall check for tower or improper stacking during rounds, and any issues shall be addressed immediately.</li> <li>If tower stacking occurs during operations, it shall be brought down by the CHE operator in consultation with the Yard Supervisor, and planning shall be informed to update the system.</li> <li>Extra care must be taken while planning hazardous containers in the CY.</li> <li>If more than one hazardous container is present, they must be stacked separately in the hazardous yard, following the segregation pattern.</li> <li>Tank containers (laden or empty) in the</li> </ul>	Executive - Operations	Manager/HOD - Operations	As & When	Manual

<p>hazardous tank container yard shall be planned and stacked up to a maximum of two high.</p> <ul style="list-style-type: none"> <li>▪ CHE operators shall always seek clearance from the Yard Supervisor before performing long travel or cross-gantry operations.</li> <li>▪ The Yard Supervisor shall ensure the gantry path and wheel turning area are free and unobstructed before granting clearance to CHE operators. The Yard Supervisor shall accompany the CHEs from the seaside to shift them safely from one location to another.</li> <li>▪ RS and RTGC must not be deployed in the same block, as this may lead to incidents.</li> <li>▪ The SIC/Yard Supervisor shall check for any leaky or damaged containers during rounds. If found, they shall be reported to the Planning Section for further action.</li> <li>▪ During high winds or heavy downpours, yard operations shall be stalled, and CHEs secured until it is safe to resume. The Manager-Ops shall be informed.</li> <li>▪ Every container move shall only be performed with proper work instructions from the SIC. The SIC/Yard Supervisor, in liaison with the Yard Planner, shall monitor that all moves are updated.</li> <li>▪ In the event of a TOS failure, all operations (vessel, rail, and gate) shall be recorded manually and submitted to the Planning Section. All relevant data shall be uploaded into the system once the software resumes</li> </ul>				
<p><b>3.2 Container Discharge Operations (Vessel / Rail)</b></p> <ul style="list-style-type: none"> <li>▪ The Yard Supervisor, in consultation with the SIC, shall plan and arrange for the appropriate CHE to be allocated before the commencement of discharge operations.</li> <li>▪ The CHE operator shall take clearance and move the equipment to the place of work under the supervision and guidance of the Yard Supervisor.</li> <li>▪ The CHE checker shall ensure they receive the list of containers to be offloaded for their equipment.</li> <li>▪ The CHE operator shall offload the containers in the allotted position, and the checker shall</li> </ul>	<p><b>Executive - Operations</b></p>	<p><b>Manager/ HOD - Operations</b></p>	<p><b>As &amp; When</b></p>	<p><b>Manual</b></p>

<p>update the sequence sheet.</p> <ul style="list-style-type: none"> <li>▪ The Yard Supervisor shall monitor the movement of ITVs inside the CY, ensuring they follow designated routes safely and proceed to the correct yard location for container discharge.</li> <li>▪ Special cargoes, such as OOGs, overloads, or hazardous containers, shall be pre-planned accordingly and stacked in appropriate yards.</li> <li>▪ CHE operators and ITV drivers shall exercise extra caution while handling OOGs, overloads, hazardous, or damaged containers. All such operations shall be conducted under the supervision of the SIC or Yard Supervisor.</li> </ul>				
<p><b>3.3 Container Loading Operations (Vessel / Rail)</b></p> <ul style="list-style-type: none"> <li>▪ The Yard Supervisor, in consultation with the SIC, shall plan and arrange for the appropriate CHE to be allocated before the commencement of loading operations.</li> <li>▪ The CHE operator shall take clearance and move the equipment to the place of work under the supervision and guidance of the Yard Supervisor.</li> <li>▪ The Yard Crane Coordinator shall ensure they receive the list of containers to be loaded for their equipment.</li> <li>▪ The CHE operator shall load the containers onto ITVs and update the sequence sheet accordingly.</li> <li>▪ The Yard Supervisor, in liaison with the Yard Crane Coordinator, shall ensure that the CHE operators are correctly loading the containers according to the load work queue.</li> </ul>	Executive - Operations	Manager/ HOD - Operations	As & When	Manual



## 4. Vessel Operations - Discharge & Loading - Ship Crane

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<p><b>4.1 Procedure general</b></p> <ul style="list-style-type: none"> <li>On vessels or bays where quay cranes and other conventional methods cannot be deployed due to operational constraints, ship cranes shall be used after receiving consent from the Terminal Head.</li> <li>The SIC shall deploy the RMQC Crane Coordinator on the vessel, RMQC Crane Coordinator at the wharf, and four lashers to support the ship crane operation.</li> <li>The SIC shall deploy an experienced and competent operator, authorized by the Terminal Head, to operate the ship crane.</li> <li>The SIC shall ensure that all personnel deployed for the operation are wearing PPE in accordance with workplace procedures, such as hard hats, reflective vests, steel-toe shoes, and gloves.</li> <li>No personnel shall be allowed to carry electronic gadgets or any other unwanted materials to the point of work.</li> <li>The Berth Executive, along with the vessel crew and operator, shall conduct a safety inspection of the ship crane prior to deployment.</li> <li>The Berth Executive shall verify the load test certificates of the ship crane as per the SWL.</li> <li>If load test certificates are unavailable or expired, the ship crane shall not be deployed.</li> <li>The Berth Executive, along with the vessel crew and operator, shall check the physical condition of the ship crane, including its surroundings, access ladders, lighting, sheaves, pulleys, and wire ropes for any damaged or loose parts.</li> <li>Any obstructions or shortcomings shall be reported by the Berth Executive to the Duty Officer for resolution.</li> <li>After ensuring the ship crane is safe to operate, the Berth Executive shall send the operator to the crane.</li> </ul>	Executive - Operations	Manager/HOD - Operations	As & When	Manual

<ul style="list-style-type: none"> <li>▪ The operator shall switch on the access way lights before climbing and always maintain '3-point contact' while accessing the ladder.</li> <li>▪ The Berth Executive shall watch the operator until they reach the cabin safely.</li> <li>▪ Upon reaching the cabin, the operator shall locate, identify, and understand the crane controls. If in doubt, they shall inform the Berth Executive and take help from the vessel crew.</li> <li>▪ The operator shall conduct pre-operational checks of the crane to ensure it is safe to operate.</li> <li>▪ The operator shall check the surroundings to ensure sufficient space is available for slewing.</li> <li>▪ The Berth Executive, in coordination with the SIC, shall have manual spreaders, slings with hooks, or Chinese fingers ready, depending on the purpose.</li> <li>▪ The selection of lifting gears shall be done by the Berth Executive based on the maximum load to be handled by the ship crane.</li> <li>▪ The Berth Executive shall ensure the weight of the containers to be handled is within the SWL of the lifting gears being used. No load above the SWL shall be handled.</li> <li>▪ All lifting gears shall be physically inspected by the Berth Executive before being used for operation.</li> <li>▪ Lifting gears with valid load test and annual thorough inspection certificates only shall be deployed for use.</li> <li>▪ Ladders shall be arranged for lashers to go on top of containers if required for slinging.</li> <li>▪ The Berth Executive shall send two lashers along with an RMQC Crane Coordinator with a VHF set on board.</li> <li>▪ Watch out for signals given by the person directing the crane.</li> <li>▪ Personnel should move away from the load to a safe distance before lifting.</li> <li>▪ If the surface is irregular, personnel should watch their step and move carefully, NEVER RUN.</li> <li>▪ The load should only be lifted on signal from the person directing the load or when the operator identifies that all personnel have moved away</li> </ul>				
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<p>from the load to a safe position.</p> <ul style="list-style-type: none"> <li>▪ Never allow lifting of the load over personnel.</li> <li>▪ Any loose items on container tops, load, or attachments must be removed before transferring the load.</li> </ul>				
<p><b>4.2 Slinging and securing loads</b></p> <ul style="list-style-type: none"> <li>▪ The SIC shall deploy the RMQC Crane Coordinator on the vessel, RMQC Crane Coordinator at the wharf, and four lashers to support the ship crane operation.</li> <li>▪ The SIC shall deploy an experienced and competent operator, authorized by the Terminal Head, to operate the ship crane.</li> <li>▪ Slings/attachment should be in plumb with the load or lifting points on the load.</li> <li>▪ If there is a concern about the safety of the load, do not lift – instruct personnel to re-sling the load on the hook.</li> <li>▪ The most critical time for personnel in the hold is during the securing of the sling/attachment. Personnel slinging the load handle chains, hooks, etc., and stand near the spreaders and lifting gears. During this time, crane operations must be still.</li> <li>▪ The operator shall not make any move without a signal from the person directing the crane.</li> <li>▪ Sling/attachment must be suitable for the load.</li> <li>▪ The load must be properly slung and balanced.</li> </ul>	Executive - Operations	Manager/ HOD - Operations	As & When	Manual
<p><b>4.3 Discharging containers from deck using manual spreader</b></p> <ul style="list-style-type: none"> <li>▪ The containers shall be unlashed prior to the discharge of containers.</li> <li>▪ The crane shall be set up in accordance with the plan requirements directly over the bay to be unloaded.</li> <li>▪ Personnel engaged in slinging the loads under the crane must wear the appropriate PPE.</li> <li>▪ The lashers shall connect the manual spreader with the ship crane.</li> <li>▪ The lashers shall then tie a tag line to the manual spreader to arrest the swing at the wharf or on the vessel during loading/unloading operations.</li> <li>▪ The RMQC Crane Coordinator shall inform the</li> </ul>	Executive - Operations	Manager/ HOD - Operations	As & When	Manual

<p>operator to lower the spreader onto the container.</p> <ul style="list-style-type: none"> <li>▪ The operator shall lower the spreader as close as possible to the container for alignment.</li> <li>▪ The lashers shall align the spreader with the container corner fittings using taglines.</li> <li>▪ The operator shall keep the spreader on the container.</li> <li>▪ The lashers shall lock the container with the spreader by pulling the lock lever.</li> <li>▪ The RMQC Crane Coordinator shall ensure all twist locks are in the lock position before commencing the lift.</li> <li>▪ The operator shall slowly tighten the rope and perform a trial lift to ensure the load is properly slung.</li> <li>▪ The RMQC Crane Coordinator and lashers shall then move to a safe place and maintain eye contact with the operator.</li> <li>▪ The operator, after slowly lifting the container, shall wait to eliminate the swing before proceeding with the slew.</li> <li>▪ The operator shall bring the container to the center of the hatch to avoid hitting the hatch coamings.</li> <li>▪ The operator shall lift the container to a safe height to clear adjacent stacks.</li> <li>▪ The operator shall then slew the ship crane and bring the container to the ITV/wharf slowly.</li> <li>▪ If waiting for ITVs, the operator shall land the container on the wharf and not keep it hanging.</li> <li>▪ ITVs shall only come under the crane after the container is placed on the wharf. No ITV shall stand under the crane during slew operations.</li> <li>▪ After placing the container on the ITV/wharf, the lashers on the wharf shall unlock the container by pulling the lock lever.</li> <li>▪ If the containers are discharged onto the wharf, the reach stacker shall load the containers onto the ITV.</li> <li>▪ The berth executive shall regularly check to ensure no other quay crane/ship crane operations nearby can cause a clash.</li> <li>▪ The same process shall be followed for container loading operations, vice versa.</li> </ul>				
<b>4.4 Discharging containers from the Hold using</b>	<b>Executive</b>		<b>As &amp;</b>	<b>Manu</b>

<p><b>manual spreader</b></p> <ul style="list-style-type: none"> <li>▪ After discharging the hatch cover, the operator shall lower the spreader just above the cell guide.</li> <li>▪ Lashers shall align the spreader with the cell guides using a tagline if required.</li> <li>▪ The RMQC Crane Coordinator shall inform the operator to lower the spreader into the cell guide.</li> <li>▪ The RMQC Crane Coordinator shall ensure the spreader is moving freely in the cell guides without any obstructions.</li> <li>▪ Lashers shall align the spreader with the container corner fittings using taglines.</li> <li>▪ The operator shall then position the spreader onto the container.</li> <li>▪ Lashers shall lock the container with the spreader by pulling the lock lever.</li> <li>▪ The RMQC Crane Coordinator shall ensure that all twist locks are in the lock position before commencing the lift.</li> <li>▪ The operator shall slowly tighten the rope and perform a trial lift to ensure the load is properly slung.</li> <li>▪ The RMQC Crane Coordinator and lashers shall then move to a safe place and maintain eye contact with the operator.</li> <li>▪ The operator, after slowly lifting the container, shall wait to eliminate the swing before proceeding with the slew.</li> <li>▪ The operator shall bring the container to the center of the hatch to avoid hitting the hatch coaming on the side.</li> <li>▪ The operator shall lift the container to a safe height to clear the containers on adjacent stacks.</li> <li>▪ The operator shall then slew the ship crane and bring the container to the ITV/wharf slowly.</li> <li>▪ If waiting for ITVs, the operator shall land the container on the wharf. The container shall not be kept hanging.</li> <li>▪ ITVs shall only come under the crane after the container is placed on the wharf. No ITV shall come or stand under the crane during slew operations.</li> <li>▪ After placing the container on the ITV/wharf, the lashers on the wharf shall unlock the container</li> </ul>	<p>- Operation s</p>	<p>Manager/ HOD - Operations</p>	<p>When</p>	<p>al</p>
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<p>by pulling the lock lever.</p> <ul style="list-style-type: none"> <li>▪ If the containers are discharged onto the wharf, the reach stacker shall load them onto the ITV.</li> <li>▪ The berth executive shall regularly check and ensure no other quay crane/ship crane operations nearby can cause a clash.</li> <li>▪ The same process shall be followed for container loading operations, vice versa.</li> </ul>				
<p><b>4.5 Discharging containers from the Hold using manual spreader</b></p> <ul style="list-style-type: none"> <li>▪ RMQC Crane Coordinator and lashers on board the vessel shall be located a minimum of one 20' bay away from the bay from which the hatch cover is being handled.</li> <li>▪ Prior to lifting hatch covers from the vessel, the RMQC Crane Coordinator shall ensure the hatch cleats are open, and the hatch cover is free for lifting. He shall also ensure there are no loose items on top of the hatch cover.</li> <li>▪ The operator shall lower the spreader onto the hatch cover as close as possible and wait for alignment.</li> <li>▪ Lashers shall align the spreader with the hatch cover using taglines.</li> <li>▪ The RMQC Crane Coordinator shall inform the operator to lower the spreader onto the hatch cover.</li> <li>▪ Lashers shall lock the container with the spreader by pulling the lock lever.</li> <li>▪ The RMQC Crane Coordinator shall ensure that all twist locks are in the locked position before commencing the lift.</li> <li>▪ The operator shall slowly tighten the rope and perform a trial lift to ensure the load is properly slung.</li> <li>▪ The RMQC Crane Coordinator and lashers shall then move to a place where it is safe, as well as maintain eye contact with the operator.</li> <li>▪ The operator, after slowly lifting the hatch cover, shall wait to eliminate the swing on the load before proceeding with the slew.</li> <li>▪ The operator shall lift the hatch cover to a safe height so it can clear the containers on adjacent stacks.</li> <li>▪ The operator shall then slew the ship crane and</li> </ul>	<p><b>Executive - Operations</b></p>	<p><b>Manager/ HOD - Operations</b></p>	<p><b>As &amp; When</b></p>	<p><b>Manual</b></p>

<p>bring the hatch cover to the wharf slowly.</p> <ul style="list-style-type: none"> <li>▪ All ITVs shall wait approximately 10 meters away from the point of work, as ensured by the berth executive.</li> <li>▪ The operator shall take guidance from the berth executive for placing the hatch covers on the wharf.</li> <li>▪ The berth executive shall locate themselves in a safe area approximately 10 meters away from the crane and monitor the operation while the hatch cover is being handled. They should have a clear sight of the operation and maintain radio communication.</li> <li>▪ Safety cones shall be placed by the berth executive after the hatch cover is landed on the wharf.</li> <li>▪ The same process shall be carried out for loading hatch covers, vice versa.</li> </ul>				
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## 5. Rail Operations

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<b>5.1 General Guidelines</b> <ul style="list-style-type: none"> <li>▪ The CHA submits loading/discharging permission letter from HDC.</li> <li>▪ HDC Rail Control informs HICT to open the rail gate.</li> <li>▪ The Rail access gate is opened and monitored by the security personnel well before the arrival of Train.</li> <li>▪ After placement of the Wagon, Yard Supervisor along with the Crane Co-ordinators shall check the wagons lock and adaptor and container for damages/Seal condition prior discharge/load as the case may be. If any damages to wagon or containers found it should be brought to the notice of the SIC immediately.</li> <li>▪ SIC should take the Container No/Wagon No and inform to the HDC and CHA about the nature of damage. If the wagon is damaged, then the rail operator shall be also informed.</li> <li>▪ Crane Co-ordinator shall take utmost care while working on the Wagon side as there are undulations and obstacles which could lead to trip and fall.</li> <li>▪ Crane Co-ordinator shall exercise utmost caution while working near Entry &amp; Exit Points of fencing gates.</li> <li>▪ Inward/ Outward Movement of ITVs from/to ITV Parking Area shall be stopped during placement and departure of rake to avoid Man Machine Interface.</li> <li>▪ In case of power failure, it is possible to open the lock within 10 minutes since an UPS has been installed for emergency backup</li> <li>▪ In case of Emergency situation where UPS power backup is exhausted then operator can exit from Trolley bar gate by opening the Euchner lock using manual key which is kept inside a box</li> </ul>	Executive - Operations	Manager/HOD - Operations	As & When	Manual



<p>inside the Operator's cabin. The key can be accessed by breaking the glass of the box</p> <ul style="list-style-type: none"> <li>▪ If required use Emergency Exit from trolley</li> <li>▪ Trolley movement is not possible if the Euchner lock is not fitted back</li> <li>▪ SIC operation shall instruct Berth Supervisor to place the crane as per Vessel plan, Berth supervisor shall instruct accordingly to QC Operator &amp; RMQC CRANE COORDINATOR to gantry the crane.</li> <li>▪ Prior gantry travel RMQC CRANE COORDINATOR shall ensure that the anchor pins/storm lock are removed, rail wedges are removed, rail clamp is released, gantry path is cleared from any materials/obstacles and ship gangways are cleared.</li> <li>▪ RMQC operator must gantry the crane from operator cabin and must take clearance from both RMQC CRANE COORDINATOR for gantry.</li> <li>▪ Both RMQC CRANE COORDINATOR must present at the time of gantry to guide the Operator</li> <li>▪ RMQC CRANE COORDINATOR in Berth must be present all the time to check QC HT cable is properly winding in the cable drum without any obstruction.</li> <li>▪ RMQC CRANE COORDINATOR on the Vessel must guide the operator and check the clearance in between boom of QC and Ship derrick.</li> <li>▪ Wharf RMQC CRANE COORDINATOR must ensure that CC cabin is not occupied while gantry and door of the cabin is always kept closed.</li> <li>▪ Crane should be in position in the working bay.</li> <li>▪ RMQC2 should always be parked in BERTH no 11 when there is break bulk vessel operation in berth no 10.</li> </ul>				
<p><b>5.2 Rail Discharge Operations</b></p> <ul style="list-style-type: none"> <li>▪ In case more than one reach stacker is being deployed then at least five wagon space shall be maintained.</li> <li>▪ Crane Co-ordinators ensures that containers are unlocked prior to discharge.</li> <li>▪ Containers shall be discharged by the CHE in accordance with the sequence defined in the Train Discharge List.</li> <li>▪ During unloading, the Checker at the rail siding</li> </ul>	<p><b>Executive - Operations</b></p>	<p><b>Manager/ HOD - Operations</b></p>	<p><b>As &amp; When</b></p>	<p><b>Manual</b></p>

<p>shall inspect each container for the following:</p> <ul style="list-style-type: none"> <li>▪ Container number as listed on the Discharge Sheet.</li> <li>▪ Damage, if any.</li> <li>▪ The containers discharged shall be updated in the Discharge Sheet.</li> <li>▪ A laden container without the bottle seal shall not be discharged from the wagon. The absence of bottle seal shall be immediately informed to the SIC who in turn will inform CHA, HDC Shipping division and rail operator.</li> <li>▪ If the container is damaged, a damage report shall be prepared duly acknowledged by the representative of Rail Operator and then only the container should be discharged.</li> <li>▪ The containers discharged shall be transported by the ITV to the designated location in the CY.</li> <li>▪ The CHE in the CY shall offload the container from the ITV and stack in the planned position.</li> </ul>				
<p><b>5.3 Rail Loading Operations</b></p> <ul style="list-style-type: none"> <li>▪ The CHE operator shall load the container on the ITV as per the loading list.</li> <li>▪ The container shall be transported by the ITV from the CY to the rail siding.</li> <li>▪ When the container arrives at the rail siding, the Crane Co-ordinator shall check the container for the following: <ul style="list-style-type: none"> <li>▪ Container number is listed on the Load List.</li> <li>▪ Damage, if any.</li> </ul> </li> <li>▪ The containers shall be loaded as per the train loading list and the CHE checker shall update the same in the Load List.</li> <li>▪ The crane co-ordinators shall ensure that the containers are properly placed on the wagon and locked. All the adaptors of the wagons are also to be checked. In case of any malfunction SIC should be informed. SIC in consultation with Manager (Ops) shall take corrective action.</li> <li>▪ On completion of train operation, the tally sheets and damage reports shall be sent to the Planning Section.</li> <li>▪ On completion of the train operation, the completion time should be informed to the Rail Operator and HDC Rail Control for the train</li> </ul>	<p><b>Executive - Operations</b></p>	<p><b>Manager/HOD - Operations</b></p>	<p><b>As &amp; When</b></p>	<p><b>Manual</b></p>

removal from the terminal.				
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## 6. Additional - Hatch Cover Handling

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<b>6.1 Hatch Cover Handling</b> <ul style="list-style-type: none"> <li>While handling hatch covers from the vessel, the deck checker shall ensure that the base locks are open and the hatch cover is free for lifting. They shall also ensure that there are no loose items lying on top of the hatch cover.</li> <li>The hatch cover shall be placed in the back reach of the quay crane if the size of the hatch cover can be accommodated within the limit of the back reach of the quay crane.</li> <li>If the above option is not possible, the hatch cover shall be placed on the adjacent bay of the vessel if these bays are vacant and free of any containers. In such cases, the SIC shall discuss with the vessel's Chief Officer to approve this operation. Upon receiving concurrence from the vessel, the hatch cover</li> </ul>	Executive - Operations	Manager/HOD - Operations	As & When	Manual

<p>shall be moved to the adjacent bay and secured/lashed properly on board the vessel.</p> <ul style="list-style-type: none"> <li>▪ If both the above operations are not possible due to operational constraints, the SIC shall consider the option of keeping the hatch cover on the wharf between the quay crane legs after obtaining approval from the Head (Operation). All safety precautions, including placing cones and briefing all staff (Crane Coordinator, Lashers, Berth Executive, ITV drivers), shall be conducted prior to carrying out the operation.</li> <li>▪ In such cases, the operation shall be carried out in the back reach of the respective quay crane in a controlled manner by placing proper safety cones and briefing the QC operators, ITV drivers, and Crane Coordinator.</li> </ul>				
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## 7. Additional - Hot Seat Exchange

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<p><b>7.1 Hot Seat Exchange</b></p> <ul style="list-style-type: none"> <li>▪ The Berth Executive or Berth Crane Coordinator will communicate with the operator who is operating the crane at that instant regarding the hot seat exchange through a walkie-talkie.</li> <li>▪ The operator will then stop the QC operation and place the trolley in the parking position.</li> <li>▪ The operator intending to relieve (hereby termed as the Relieving Operator) will press the buzzer before crossing the trolley gate to inform/warn the operator that they are arriving</li> </ul>	Executive - Operations	Manager/HOD - Operations	As & When	Manual

<p>for the hot seat exchange.</p> <ul style="list-style-type: none"> <li>▪ The Relieving Operator exchanges the hot seat with the present operator. The operator after being relieved crosses the trolley gate and presses the buzzer to inform/warn the present operator that they have crossed the trolley gate and the present operator can now resume the QC operation.</li> <li>▪ Training shall be provided to all QC Operators, RMQC Crane Coordinators, Berth Executives, and SICs regarding the hot seat exchange</li> </ul>				
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## 8. Additional - Damaged Containers

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<p><b>8.1 Observation of Damage - Gate / Vessel / Rail</b></p> <ul style="list-style-type: none"> <li>▪ All Containers exchanged/handled in the terminal shall be thoroughly inspected for any damage on it at time of receipt itself i.e., at time of discharge from Vessel/Rail or arrival by road.</li> <li>▪ A detailed Damage survey shall be done indicating the container details and the extent of damage on the container along with photographs (wherever applicable). The Damage Report shall</li> </ul>	Executive - Operations	Manager/HOD - Operations	As & When	Manual

<p>be accordingly prepared and acknowledged by Chief Officer or Master of the vessel and in case of receipt by the road written confirmation from the Vessel Agent.</p> <ul style="list-style-type: none"> <li>▪ The Damage Report/Written Confirmation shall be informed to HDC. Completed Damage survey shall be informed to planning Dept. The SIC shall inform the concerned Vessel Agent and HDC. The Tally Sheet submitted to HDC shall be earmarked as 'DAMAGE' in Remarks Column.</li> <li>▪ In case of damaged containers, the SIC shall inform the Manager (Ops).</li> </ul>				
<p><b>8.2 Handling of Damage Containers</b></p> <ul style="list-style-type: none"> <li>▪ Based on the nature of damage the SIC shall inform to ATO and determine whether the container could be handled with normal spreader or requires emergency gear to handle it.</li> <li>▪ The container is to be offloaded in a separate location, away from normal stacking area, and as instructed by the Manager (Operations).</li> <li>▪ The SIC shall then determine the list of emergency gears required and arrange the gears at the POW.</li> <li>▪ In case the damage is extensive, he shall handle the container under supervision of Manager (Ops), Agent, Chief officer of the vessel and HDC port officials.</li> <li>▪ In case the damage to loaded container has caused spillage of cargo from the container, the container shall be handled taking care that minimum cargo is spilled out. The container shall be offloaded separately as instructed by the Manager (Ops) by taking all necessary precautions.</li> <li>▪ The cargo which has been leaked out of the container shall be collected to the extent possible and kept along with the container.</li> </ul>	Executive - Operations	Manager/HOD - Operations	As & When	Manual
<p><b>8.3 Container Damaged in the CY</b></p> <ul style="list-style-type: none"> <li>▪ In case the container is damaged whilst handling in the CY, Manager (Ops) should be informed immediately. Incident Report and the Damage Report are to be prepared.</li> <li>▪ The Damage Report along with photographs shall</li> </ul>	Executive - Operations	Manager/HOD - Operations	As & When	Manual

<p>then be forwarded to the concerned agent. The Detailed Incident report shall be submitted to the management for the inquiry into the damage.</p> <ul style="list-style-type: none"> <li>▪ The container shall be kept segregated from the other containers for detailed investigation / survey.</li> </ul>				
<p><b>8.4 Storage of Damage Containers</b></p> <ul style="list-style-type: none"> <li>▪ Any damaged container shall be stored separately to ensure that the damage is not further aggravated.</li> <li>▪ The leaking containers shall be stacked separately only.</li> <li>▪ In case of extensive damage, the container shall be kept in ground / bottom tier in CY in consultation with Yard Planner.</li> </ul>	Executive - Operations	Manager/HOD - Operations	As & When	Manual

## 9. Additional - Hazardous Containers - Road, Rail and Vessel

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual

<b>9.1 Review of Documents</b> <ul style="list-style-type: none"> <li>▪ The Vessel Agent shall provide C Form to Planning section.</li> <li>▪ The V.O.A shall prepare a hazardous manifest addressed to the Deputy Conservator and submit a copy to HICT Planning section at least 24 hours prior to the arrival of the container / vessel.</li> <li>▪ IMO Class 1 and IMO Class 7 shall not be handled in the terminal.</li> <li>▪ In case storage of the containers is not possible, then direct loading / delivery of the containers must be initiated, and Shipping Line / Agent shall be informed to act accordingly.</li> <li>▪ In case of Category 1 hazardous containers declared by HDC need to give direct delivery in the Presence of fire engine provided by HDC.</li> </ul>	<b>Executive - Operations</b>	<b>Manager/ HOD - Operations</b>	<b>As &amp; When</b>	<b>Manual</b>
<b>9.2 Hazardous Container arriving through Gate</b> <ul style="list-style-type: none"> <li>▪ Crane Co-ordinator shall ensure that the hazardous container arriving shall have Hazardous stickers on all four (4) sides indicating the IMO class as stated in the Discharge notice.</li> <li>▪ The container shall be planned in the Hazardous CY.</li> </ul>	<b>Executive - Operations</b>	<b>Manager/ HOD - Operations</b>	<b>As &amp; When</b>	<b>Manual</b>
<b>9.3 Hazardous Containers arriving by Vessel</b> <ul style="list-style-type: none"> <li>▪ HDC will provide Readiness of hazardous import containers to HICT. Yard planner must check the Readiness containers with the containers received from the Baplie for any variations. If any variation, those containers to be kept on hold and seek advice from HDC.</li> <li>▪ While discharging the container, the wharf CC shall inspect the container on the condition and also check whether hazardous stickers are available on the four sides of the container and it is of the same class as indicated in the discharge list.</li> <li>▪ In case there is no sticker, the same should be informed to Berth Supervisor. Then Berth Supervisor shall inform SIC who in turn informs the vessel agent and HDC.</li> <li>▪ The container shall be stacked in the Hazardous</li> </ul>	<b>Executive - Operations</b>	<b>Manager/ HOD - Operations</b>	<b>As &amp; When</b>	<b>Manual</b>



<p>CY.</p> <ul style="list-style-type: none"> <li>▪ If the Container is to be direct delivered, the Shipping Agent shall be followed up to ensure delivery of the container immediately after discharging from the vessel.</li> <li>▪ In case of direct delivery, SIC shall also inform HDC so that fire engine can be arranged at the site. As per port policy, this operation shall be carried out in daylight only.</li> <li>▪ The same containers to be mentioned in shift QC shipment tally report and submit to HDC</li> </ul>				
<p><b>9.4 Hazardous Containers Loading on Vessel</b></p> <ul style="list-style-type: none"> <li>▪ The VOA shall submit a list of the hazardous containers to be loaded on the vessel prior to the arrival of the vessel to HDC. VOA will also send a list of hazardous export containers to HICT. Vessel Planner must check the readiness with the containers.</li> <li>▪ The containers shall be planned as per the slots given by the VOA in the Pre stow.</li> <li>▪ The Vessel Planner shall check with the Chief Officer of the vessel on the slots planned for the hazardous containers and ask for his acceptance.</li> <li>▪ After the completion of the loading, the completion certificate to be acknowledged by the Chief Officer.</li> </ul>	<p><b>Executive - Operations</b></p>	<p><b>Manager/ HOD - Operations</b></p>	<p><b>As &amp; When</b></p>	<p><b>Manual</b></p>
<p><b>9.5 Containers arriving by Train</b></p> <ul style="list-style-type: none"> <li>▪ Containers arriving by train shall be discharged upon receipt of permission from HDC.</li> <li>▪ The Yard Planner shall plan the hazardous containers in the hazardous CY.</li> </ul>	<p><b>Executive - Operations</b></p>	<p><b>Manager/ HOD - Operations</b></p>	<p><b>As &amp; When</b></p>	<p><b>Manual</b></p>
<p><b>9.6 Hazardous Containers loading on the Train</b></p> <ul style="list-style-type: none"> <li>▪ Hazardous Container shall be planned on the train after receiving permission from HDC.</li> <li>▪ The Yard Planner shall seek advice from Rail Operator on the position of the container that is to be loaded onto the train.</li> <li>▪ Based on the advice of Rail Operator, the Yard Planner shall plan the loading sequence and inform the same to Yard Supervisor.</li> </ul>	<p><b>Executive - Operations</b></p>	<p><b>Manager/ HOD - Operations</b></p>	<p><b>As &amp; When</b></p>	<p><b>Manual</b></p>

<ul style="list-style-type: none"> <li>▪ The Yard CC shall ensure that the hazardous container is loaded in the position planned.</li> </ul>				
<p><b>9.7 Discharging of Leaky Hazardous containers</b></p> <ul style="list-style-type: none"> <li>▪ The Yard CC shall ensure that the hazardous container is loaded in the position planned.</li> <li>▪ The Vessel Chief Officer shall be immediately notified by the SIC about the same in writing and also must take images of the container and spillage for future evidence.</li> <li>▪ The Vessel Operating Agent, HDC, and concerned Shipping Line shall also be notified in writing.</li> <li>▪ The Leaky container shall only be discharged upon written confirmation from the concerned Shipping Line/HDC.</li> <li>▪ The Leaky container shall be arranged to move out of the terminal immediately upon discharge by the concerned Shipping Line.</li> </ul>	<p><b>Executive - Operations</b></p>	<p><b>Manager/ HOD - Operations</b></p>	<p><b>As &amp; When</b></p>	<p><b>Manual</b></p>
<p><b>9.8 Discharging of Leaky Hazardous containers</b></p> <ul style="list-style-type: none"> <li>▪ Whenever a hazardous container is found leaking, the person noticing this should inform SIC. The SIC shall inform Manager-Ops and planning section about the location of the container, container no., IMO class, amount of spillage, and any other relevant information.</li> <li>▪ The Yard Planner with the help of documentation shall get the appropriate name of the chemical, its UN No. and shall check the MSDS and IMDG Guidelines to ascertain precautions to be taken in case of leakage and inform the same to SIC and Yard Supervisor.</li> <li>▪ The leaking container shall be placed on ITV by the CHE / QC. All other traffic is to be cordoned off. No individual shall be allowed near the leaking container.</li> <li>▪ Fire Engine from HDC and extinguisher shall be kept ready.</li> <li>▪ The leaking container shall be shifted to MTY yard.</li> <li>▪ The HDC, Shipping Line, Agent of the said container shall be informed of the leakage and</li> </ul>	<p><b>Executive - Operations</b></p>	<p><b>Manager/ HOD - Operations</b></p>	<p><b>As &amp; When</b></p>	<p><b>Manual</b></p>

<p>to arrange for immediate delivery of the container.</p> <ul style="list-style-type: none"> <li>▪ The SIC shall decide the need for a fire tender close to the leaking container or any need for external agencies.</li> <li>▪ The spillage, if any, found in the yard or wharf, shall be cleaned with proper caution, and giving due regard to the type of the spilled chemical.</li> </ul>				
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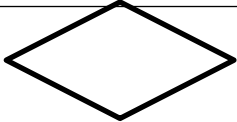

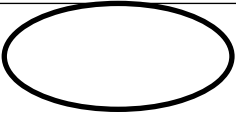



## 10. Additional - Water Washing of Laden Containers

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<p><b>10.1 Procedure guidelines</b></p> <ul style="list-style-type: none"> <li>▪ Vedanta shall share the laden container list bound for US and that requires external water wash along with vessel name and HAL number</li> <li>▪ Vedanta shall provide the list of these container at least 48 hours prior arrival of the rake carrying such containers</li> <li>▪ Planning shall provide the list of the specific inbound containers which requires external water wash to the Shift In charge</li> <li>▪ Shift In Charge shall inform Manager Operations</li> <li>▪ Manager Operations shall Inform HR dept for requirement of housekeeping staff for water wash</li> <li>▪ After placement of the rake, Shift in Charge will arrange trailers for shifting containers marked for washing and subsequently shift those containers to the designated washing area in CY 25/26</li> <li>▪ Shift In Charge shall ensure that every container's photograph to be captured while water washing showing all Four (4) sides being washed. These photographs are to be saved in Planning's folder</li> <li>▪ After washing is completed, Shift in Charge shall</li> </ul>	Executive - Operations	Manager/HOD - Operations	As & When	Manual

<p>submit a Tally sheet of washed containers to planning along with the photographs. Yard planner will maintain a date wise tally sheet of washed containers and photographs</p> <ul style="list-style-type: none"> <li>▪ Planning will send a mail to Bosco and Vedanta with photographs and tally sheet of containers that were water washed</li> <li>▪ Vedanta will appoint a surveyor who will give acceptance to these washed containers</li> <li>▪ In absence of any surveyor by nominated by Vedanta, they shall intimate over email confirming acceptance for loading of these containers on the vessel</li> <li>▪ After email confirmation from Vedanta these containers will be loaded on vessel</li> <li>▪ After the washing activity of the containers are concluded these containers shall be shifted to export yard</li> </ul>				
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## Symbols/ legends used in flowcharts

	Start/End
	Manual process activity
	Decision/possibility/alternative
	Alternate process
	Process connecting in same page
	Process connecting in other page
	Output document
	Flow direction