

**Seaspan Coastal Intermodal
Customer Handbook**

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TILBURY TERMINAL (VANCOUVER)

BC MAINLAND

**7700 HOPCOTT ROAD
DELTA, BC V4G 1B6**

**PHONE 604 940 7245
 1 800 341 7245
FAX 604 940 7242**

**EMAIL: scic-tilbury@coastalintermodal.com
WEB: www.coastalintermodal.com**

**SERVICE TO: NANAIMO
 SWARTZ BAY (VICTORIA)**

NANAIMO TERMINAL

CENTRAL VANCOUVER ISLAND

**180 FRONT STREET
NANAIMO, BC V4G 1B6**

**PHONE: 250 754 5152
1 888 955 8884
FAX: 250 754 5120**

**EMAIL: scic-nanaimo@telus.net
WEB: www.coastalintermodal.com**

SERVICE TO: TILBURY (VANCOUVER, BC MAINLAND)

**SWARTZ BAY TERMINAL (VICTORIA)
SOUTH VANCOUVER ISLAND**

**2208 DOLPHIN ROAD
SYDNEY, BC**

**PHONE: 250 656 3122
604 940 7245
1 800 341 7245
FAX: 250 656 1833**

**EMAIL: scic-sb@shaw.ca
WEB: www.coastalintermodal.com**

SERVICE TO: TILBURY (VANCOUVER, BC MAINLAND)

(I) BOOKING A TRAILER

1. Daily bookings can be made up to 24 hours in advance. Please call the respective departure terminal.
2. Standing reservations may be available. Please call the respective departure terminal for more information.
3. If you have a standing reservation (s) please contact your respective terminal as soon as you have confirmed unit number(s) for the reservation. We encourage that you also fax or email the unit numbers with the sailing time you are expecting to the respective traffic office.
4. If you have exceeded your reservations or do not have a reservation but have multiple trailers for the same destination please indicate with the numbers your preferred order of priority and our Traffic Offices will do their best to accommodate your request
5. Trailers with reservations must arrive and paper work completed at least 15 minutes prior to vessel's departure.

(II) ARRIVING AT THE TILBURY TERMINAL

(Driver Instructions)

1. Drivers must stop at the stop sign when entering the Tilbury Terminal
2. Proceed when safe **DO NOT BLOCK ENTRANCE**
3. If your trailer is destined for NANAIMO drivers proceed to the Nanaimo lane. (slight left upon entering turn into the left hand lane)
4. If your trailer is destined for VICTORIA (Swartz Bay) drivers proceed to the Victoria lane. (slight left upon entering turn right into the right hand lane)
5. Position your trailer with the nose pointing towards the river (north)
6. Drivers must put on a **SAFETY VEST** prior to exiting their cabs. **No exceptions.**
7. Drivers must lower landing legs the entire way to assure our hostling tractors can set under the pin.
8. Once unhooked, drivers should proceed around the departure lanes and park tractor facing the terminal building behind the white line
9. Enter the traffic office and check in trailer at the customer service desk by providing the trailer number, length of trailer, and shipment's destination.

10. Once the BOL has been completed with the CSC, drivers can return to their tractors and exit the terminal
11. If drivers are picking up an inbound trailer they must check the daily inbound sheet on the bulletin board in Terminal office and find the trailer they are authorized to pick up.
12. Once found on the sheet it must be crossed off and initialed.
13. Drivers can return to their tractor and locate the inbound trailer in the in-bound yard. In bound trailers 30 or great footage trailers are parked with their noses facing away from the river (south) and pup trailers less than 30 footage will be park on the left side of the entrance.
14. Please allow an additional 45 minutes to 1 hour after docking for the boat to finish off loading its trailers.

IMPORTANT SAFETY REQUIREMENTS (all terminals)

1. **Safety Vests must be worn on the terminal at all times no exceptions**
2. Speed limit on the terminal is 10km and must be observed at all times (Hostlers notwithstanding)
3. Hostlers have the right of way at all times
4. Headlights must be off as soon as you enter the terminals

5. DG documentation required for all Dangerous Goods Placarded trailers (sample attached)
6. Seaspan Coastal Intermodal will not compromise the health and safety of its employees, customers, or vendors for any reason.
7. Seaspan Coastal Intermodal will not compromise its commitment to its environmental stewardship for any reason
8. No vehicle will be shipped unless it is road worthy or in a state of its normal operation. Wrecks notwithstanding. You must call your local traffic office to make special arrangements for tow on/tow off arrangements.
9. Seaspan Coastal Intermodal has a **0 tolerance** policy on:
 - Racism
 - Sexual Harassment
 - Verbal Abuse
 - Violence

Please report any instances of the above immediately to the Traffic Office.

(III) EMERGENCY & AFTER HOURS CONTACTS

Vancouver Island is separated by 40 km of deep open water. In addition there is approximately 5 km of the Fraser River to navigate to get to and from our Main Terminal at Tilbury. We operate ferries and two tug and barges. Majority of the time our operating schedule is adhered to +/- 10 minutes; however heavy weather, tides, river flow, and congestion can affect our schedule to a large degree. Mechanical issues with our ramps and vessels can also have a profound impact on our schedule from time to time.

Although most delays are beyond our control, SCIC is committed to effective communication to warn of potential delays. We have a several communication systems that we invite all our customers to participate in. You can choose as many or as few of these systems that you would like.

1. UNIT EMAIL ADVISORY

Sends notice to up to 4 email address at your company a list of all your specific units that have been loaded, which terminal they have been routed too and an ETA at the destination in a 24 hour period. You can select the time you would like to receive this email

2. SAILING EMAIL ADVISORY

Sends notice up to 4 email addresses to your company primary contacts advising the reason of the e-mail and possible delay of the intended sailing of your trailer.

3. CUSTOMER ADVISORY

Sends information and updates on operational issues at SCIC and weather or tidal information that may affect our schedule. We use this Advisory to update our schedule and Tariff as well as any other information that affects your business to Vancouver Island. There is no limit to the number of addresses that each customer can have on this list.

4. EMERGENCY & AFTER-HOURS CONTACT LIST

We use this list mainly to contact specific customers due to an emergency, problems with their equipment or when issues may arise while your trailer is at sea. As we are a 24/7 operation, we will attempt to contact the names and numbers you provide around the clock. You can set your limits on when you get called.

Please take the time to complete the attached form and fax back to your respective terminal.

(IV) DAMAGE CLAIMS PROCEDURE

Although the Marine Liability Act S.C. 2001, c6 significantly limits the liability of SCIC to damages to trailers while under our custodial care, SCIC will consider paying some claims for damage to trailers that happened under normal operating conditions provided we are notified immediately and the damage claim procedure outlined below. We are very familiar with the specific type of damage that can occur under normal operating conditions.

- 1. Any Suspected damage to a unit must be reported to the SCIC Terminal Supervisor before the unit is removed from the SCIC terminal.** The Terminal Supervisor will arrange for the completion of an "Inspection Report" on request.
2. If the terminal office is closed, the driver removing the unit must leave a written description in the outdoor bill of lading box located at all terminals advising of the damage and the date and time that the unit was removed from the terminal.
- 3. Failure to report the damage before leaving the SCIC terminals could result in the claim being declined.** A written explanation as to why this procedure was over-looked would then have to be submitted before further consideration would be entertained.

The Claimant must then give written notice of a “Intent to Claim”. The completion of the SCI Inspection Report does not constitute an “Intent to Claim” it is merely completed on behalf of the customer’s driver and/or agent of the same acknowledging that the alleged damage was noted prior to leaving the terminal. In the interests of expediency, the Claimant may send the “Intent to Claim” via facsimile machine to (604) 940-7242 or via e-mail to: rgiampa@coastalintermodal.com.

4. The written notice of an “Intent to Claim” must contain the following information:

- Date and approximate time of delivery of the unit to the specified SCI terminal.
- Sailing (if known) that the unit was shipped on.
- Date and approximate time of pick up of the unit from the specified SCI terminal.
- Estimated cost of the repairs to the unit.

5. It is the Claimant’s responsibility to obtain a **minimum of two estimates for repairs** from reputable repair shops. SCI will only consider awarding payment on the lowest estimate.

6. **If the estimate is in excess of \$1,000.00 SCIC must be immediately notified**, as our insurers require an adjuster to view the damage before any repairs are undertaken.

7. **It is the responsibility of the Claimant to have the unit repaired as expeditiously as possible** and then submit the repair invoice to SCI for consideration.
8. If SCI accepts liability for damage to the unit, a standard "Release Form" will be sent to the Claimant to sign, seal and have witnessed. Upon return of the form, a voucher will be issued for settlement of the claim.

Under no circumstances will SCIC be responsible for theft or damage of cargo. During times of heavy seas SCIC reserves the right to refuse all damage claims. **Always stow cargos for moderate to heavy seas.**

All Damage claims are handled by Ray Giampa, Tilbury Terminal Operations Manager. For further information or to solicit information on the status of a claim please call Ray directly at 604 940 7240.

(V) TRAILER STORAGE

Trailers transported in the Company's service for regular customers will be granted free parking and/or storage for a maximum of 48 hours. Trailers left on the Delta or Nanaimo terminal are subject to "Parking and Storage" charges of \$45.00 per 24 hours or portion thereof. Trailers left on the Swartz Bay terminal beyond 36 hours are subject to "Parking and Storage" charges of \$55.00 per 24 hours or portion thereof.

