



HM Revenue
& Customs

Ebbfleet Inland Border Facility

Operational Management Plan Non-Technical
Summary

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Issue and Revision Record

Revision	Date	Originator	Checker	Approver	Description
A	21/10/20	TS	ND / AG	CP	Draft for internal review
B	09/11/20	TS	CP	SC/SA	Draft Issue for Client Review
C	02/12/20	TS	BM	CP	Draft Issue for MHCLG Review
D	18/12/20	TS	BM	CP	Final Issue
E	29/01/21	OB	CM/SM	RB	Draft Issue for Client Review
F	29/01/21	EW		HB	Issued for Publication

Document reference: 418703-XX-EB-RP-C-0001 D

Information class: Standard

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1 Introduction

This document forms the non-technical summary of the Operational Management Plan (OMP) and has been developed for Her Majesty's Revenue and Customs (HMRC) site at Ebbsfleet International Railway Station, Car Park D, International Way, Ebbsfleet, Kent.

The purpose of this document is to give an overview of the site, its purpose, its size and the operations that will take place on it. Appendix A contains a series of frequently asked questions. It also provides more detail in response to common queries raised by engagement parties during the Special Development Order process to aid better understanding of operations at the site

1.1 Purpose of the Site

The use of the site is of a temporary nature to 31 December 2022 and it has been created to enable the safe and efficient processing of paperwork relating to outgoing freight movement (Common Transit Convention (CTC) and Admission Temporaire/Temporary Admission (ATA) Carnet) to prepare Heavy Goods Vehicles (HGVs) to cross the Channel.

Customs procedures operate on a 24/7 basis, with the process expected to be completed within one-two hours. Two inspection sheds are located on the site for HGVs to be inspected.

The Ebbsfleet Inland Border Facility (IBF) site can also accommodate HGVs during any disruption events that may occur, such as inclement weather, when Channel crossings may be affected.

A review of potential sites within Kent has been undertaken and, as part of the overall strategy, this location has been selected to process HGVs.

1.2 Design Considerations

The site has been designed to:

- Take account of COVID-19 and the associated requirements for social distancing, cleaning etc
- Operate a zero-pollution goal at the site in terms of spillage and contamination
- Provide safe environmental conditions for all who are working on site
- Provide protection measures that afford safety to the general public, staff / workers, organisers and visitors
- Maintain effective liaison with the emergency services
- In partnership with the emergency services, provide clear governance and co-operation to enable the emergency services to manage any incidents and the rescue and treatment of casualties
- Be sympathetic to the environment in and around the site, together with a robust and rapid approach to any incident that may have a possible harmful effect on the environment

2 The Site

2.1 Overview of Site Location

The Ebbsfleet IBF site is located between Swanscombe and Gravesend, to the north of the A2 (Watling Street) and is accessed via the A2260 and International Way. The site has separate entrance and exit points creating a one-way movement through the site.

The limits of the site are denoted by the red line boundary as shown in Figure 2.1.

Figure 2.1: Site Redline Boundary



Access to the site is gained from International Way, which connects the A2260 Ebbsfleet Gateway to the Ebbsfleet International Station. The site egress joins International Way for approximately 100m before leading onto the A2260 roundabout. International Way is an unadopted road and is largely a two lane, one-way carriageway. The offside lane has been signed for HGVs intending to enter the site while the nearside lane has been signed for all other traffic accessing the station and car parks. The entrance to the site is located at the north-west

boundary of the site, via the offside lane on International Way, approximately 400m beyond the A2260 roundabout. This access road marks the commencement of the site.

It is anticipated that the majority of HGVs attending the site will travel from the M25 to the A2 eastbound. Vehicles attending the site leave the A2 at the off-slip to a roundabout which is the commencement of the A2260. From the A2260 roundabout there is a further series of two roundabouts before reaching International Way.

The routes to and from the A2 are clearly signed to enable HGVs to access and leave the site directly without causing disruption to the surrounding local road network.

2.2 Site Capacity

The capacity at the Ebbsfleet IBF site, for HMRC purposes, is 226 HGVs. Procedures have been implemented to avoid the situation where HGVs queue back onto the road network leading to the site.

Additionally, there will be a further 116 car parking spaces for staff, including Marshals.

3 Overview of Site Operation

The use of the site is of a temporary nature for up to two years until 31 December 2022 and has been created to enable the safe and efficient processing of customs paperwork relating to international freight movements for Her Majesty's Revenue and Customs (HMRC).

HMRC are responsible for the activation and operation of the site through their Site Operator. Contractor(s) are on site to support the Site Operator for the duration of the operations.

Due to COVID-19, there are various requirements for the site which affect the site layout and how it operates. Government recommendations are to be adhered to as these reflect the latest advice. The site has been designed taking social distancing into consideration.

Cleaning contractors are appointed to fulfil the daily cleaning requirements. Toilet facilities are available on the site for drivers and staff.

The site is a 24-hour seven day a week operation and involves staff based at the facility to manage this. The workforce includes fully trained security staff, who regularly patrol the site, and incident management staff. Closed-Circuit Television (CCTV) cameras are positioned across the site and cover all entrances to buildings.

After entering the site, HGVs stop at the Vehicle Entry Check Point before being directed to a vacant HGV space. From there, the HGVs are processed as necessary. During processing, no HGV drivers are allowed to leave the site. Once processing has been completed, the HGVs leave the site to continue on their journeys.

3.1 Directing vehicles to the inland border facility

HGVs accessing the site are expected to travel via and the A2.

HGVs should exit the M25 at Junction 2, travel up the A2, exit onto the A2260 and then travel to the International Way to the site.

HGVs travelling to Dover are expected to travel southbound along the A2/M2 to the A2/A2260 junction and travel to the site via International Way.

3.2 Prominent road signage

There is prominent road signage that directs HGV drivers to the site via the A2/A2260 Junction and M25 junction 2. Additional signage directs HGV drivers between the motorway and the site in both directions.

There is also signage outside the site entrance to advise hauliers about the use of site facilities and providing site contact details.

3.3 Arrival at the site

After entering the site, HGVs stop at the Vehicle Entry Check Point, where initial safety and compliance checks take place before being directed to a vacant HGV space. From there, the HGVs are processed as necessary. During processing, no HGV drivers are allowed to leave the site. Once processing has been completed, the HGVs leave the site to continue on their journeys

3.4 Vehicle processing

It takes a maximum of two hours for an HGV to be processed unless a physical examination of a vehicle is required. If a physical examination is required, processing may take up to eight hours.

3.5 Monitoring the number of HGVs arriving at the inland border facility

Automatic Number Plate Recognition (ANPR) cameras are positioned at the site access and egress point in order to record vehicles entering and exiting the site. This data will be used to identify when the site is nearing capacity.

When the site reaches 60% capacity, this changes its status to Amber, whilst 80% capacity changes the site status to Red, resulting in messaging on the Strategic Road Network and the Government website to deter HGVs from using the site.

3.6 Staffing the inland border facility

Approximately 140 HMRC staff (which consists of Site Management, Site Operator Personnel, Traffic Management Marshals, Security Marshals) and Border Force staff will be on the site at any one time. Total site employment is over 300 staff.

All staff working on-site work a standard set of shift patterns. For the government agencies, staff work across three shifts, with each shift split into two in order to reduce the number of vehicle movements on-site at shift changeover times. Shifts changeover periods will be timed to avoid the network peak hours which are typically 08:00-09:00 and 17:00-18:00.

Social distancing measures will be fully met to ensure safe travel (including a 50% occupancy rate, use of seat covers, hand sanitiser on board, cleaning between shifts and a deep clean every day).

Due to its central location in Ebbsfleet, the site has good public transport links. Ebbsfleet International and Swanscombe station cater to those travelling by rail and there are numerous bus routes serving the site providing frequent services throughout the day.

3.7 Managing site capacity

Several methods will be used to dissuade drivers from continuing to travel to the site if it is approaching or at capacity. The HMRC Inland Border Facility Service will provide real-time site status updates to drivers via direct communications to mobile phones as well as through a HMRC website to be used by hauliers.

While HMRC cannot mandate its use, drivers and hauliers will benefit from checking site status prior to arrival at an inland border facility, using the Inland Border Facility Service. Drivers and hauliers can also choose to provide prior notification of arrival which will assist in managing capacity at each IBF.

Variable Message Signs (VMS) may also be used to direct HGVs to alternative sites and deter drivers from arriving at the inland border facility and causing congestion on the local road network.

3.8 Notifying hauliers of the site's closure

Should the inland border facility be closed, information about the site's status will be notified to the Border Operating Centre (which oversees operations of all IBFs nationally), the local highways authority and Highways England.

3.9 Biodiversity improvements

Improvements to biodiversity will be made through the introduction of one bird and one bat box within the vegetation surrounding the inland border facility. This will improve the biodiversity value of the site by offering additional nesting opportunities for bird and bat species.

It is recommended that the bat and bird boxes is to be erected within suitable areas within retained vegetation. The exact location will need to be determined by a suitably qualified ecologist once on site and the areas of retained habitat are confirmed.

Although the scheme has limited impact upon biodiversity, as a responsible Government department, HMRC on behalf of Her Majesty's Government, is keen to ensure that the provision of the inland border facilities can also bring forward wider community benefits as we recognise the importance and value of this.

Biodiversity initiatives can play an important role in combating the effects of climate change and help to contribute to Her Majesty's Government's wider net zero carbon emissions commitment by 2050. Planting schemes have a variety of wider benefits, including tackling poor air quality, supporting biodiversity and health and wellbeing.

3.10 Noise monitoring

Ambient noise monitoring will be undertaken using long-term noise monitoring equipment for a period of six months following the commencement of site operations and, wherever practicable prior to site operations. At each monitoring location, the equipment will include a sound level meter housed in a weatherproof case, a power supply (which could be batteries, mains, solar power, or a combination), an external microphone and weatherproof wind shield, and internet connectivity for remote download of data.

If monitoring results in the first six months of operation confirm that additional mitigation is not required, then the monitoring survey will cease. In the event that the monitoring indicates that further mitigation may be necessary then the monitoring will be extended as required.

Monitoring locations have been selected to enable impact to be determined at the nearest representative receptor locations. These receptor locations are:

- One at a property in Candy Dene
- One at a property in Stopes Avenue
- One in the south west corner of the site

Noise monitoring data will be measured on a monthly basis and reported to Kent County Council.

In the event that the monitoring indicates exceedance of the noise limits, details of additional mitigation that will be implemented as soon as reasonably practicable will be set out and will comprise noise control measures such as extending the height or improving the noise insulation properties of any fences between the site and receptors, restricting use of some parking areas to daytime only, or making other operational changes on the site or restrictions that would reduce noise at particularly affected receptors.

3.11 Air Quality monitoring

Monitoring of traffic movements in and out of the site, and on surrounding roads will include:

- Monitoring of vehicles entering and exiting the site using Automatic Number Plate Recognition (ANPR) or the Site Contractor's PINC system
- Monitoring of traffic flows on the A2260 between the site and the A2 will be undertaken using Automatic Traffic Counters (ATCs)

Data will be collected for the first year of operation as a minimum. Following the first year of monitoring, this will be reviewed based on usage of the scheme and monitored traffic flows. Data will be collected for total traffic flows (Annual Average Daily Traffic (AADT)) and Heavy-Duty Vehicles ((HDVs) vehicles greater than 3.5 tonnes).

Following the first month of operation, the collected traffic count information will be analysed and indicative AADT and HDV numbers calculated, for comparison with the data used within the assessment for the Article 4 submission. A technical note will be prepared detailing the observed traffic flows compared to the assessed flow.

Following the first six months of operation, the collected traffic count information will be analysed and indicative AADT, HDV numbers calculated, for comparison with the data used within the assessment for the Article 4 submission. A technical note will be prepared detailing the observed traffic flows compared to the assessed flow.

Following a whole year of operation, the collected traffic count information will be analysed and the required AADT, HDV numbers calculated, for comparison with the data used within the assessment for the Article 4 submission. A technical note will be prepared detailing the observed traffic flows compared to the assessed flow.

After a year of operation, in the event that the collected traffic data demonstrates the assumptions used with the assessment are an underestimate of existing and scheme traffic flows, the risks of the scheme creating an exceedance of the air quality objectives will be assessed. This will be undertaken by considering the difference in traffic flows, and the likelihood of an exceedance of the air quality objectives. If required, the air quality modelling assessment will be updated. If the updated assessment indicates potential likely significant effects, the operation capacity of the site will be reviewed to reduce air quality impacts.

For future years, the number of vehicles entering and exiting the site will be compared to the first year of operation. Where the total number is lower than the first year, no further action is required as traffic impacts will be lower than during the first full year of operation. Where the total number is higher, the need for additional traffic counts will be determined considering the additional number of vehicles using the site and the risk of likely significant effects.

If monitored traffic flows are higher than those assumed in the Article 4 air quality assessment, after a whole year of operation, air quality dispersion modelling will be undertaken. Modelled results will be compared against the annual mean air quality objectives to confirm if there are any predicted exceedances of nitrogen dioxide (NO₂). In the event that there are any exceedances, the operating procedures at the site will be revisited to reduce the capacity such that there are no predicted exceedances of the air quality objectives.

A. General FAQs

Please access the general FAQs for the Ebbsfleet IBF using the following link:

[Ebbsfleet Inland Border Facility – Inland Border Facilities](#)