



LBC – Seabrook, TX

11666 Port Road, Gate 1
Seabrook, Tx 77586

Loading Hours: **24/7 operations**
Office Hours: **8:00 h – 17:00 h Mon – Fri**

Contacts

All Orders and Logistics related communications and scheduling load time should be sent to the group inbox cshou@lbctt.com

Scheduling Requirements

Visitors

At LBC Houston, we welcome our customers to come visit the terminal. Due to the location of our terminal on the shoreline and the nature of the storage facility, certain precautions are in place for the safety of our visitors and to maintain compliance with laws and regulations. Below is a list of key safety rules in place.

All visitors, including office and operations:

- Confirm your arrival with the person(s) that you are visiting. They will then in turn notify Security.
- Check in with security at the front gate
- Picture identification is required
- Driver's license is required if you are going to be driving inside the terminal
- Appointment information
- Smoking is prohibited in all areas
- Speed limit is 15 mph
- Photography is prohibited
- Additional rules as specified on signs throughout the terminal

Visitors to operational areas of the facility, including truck drivers, surveyors and contractors (in addition to the above):

- **Fire Retardant Clothing (FRC)**
 - Must consist of long pant, long sleeve shirt, or coveralls affixed with NFPA 2112 or NFPA 70E label
- **High visibility striping** on chest and back
 - Can be incorporated into FRC garment or separate, such as vest or harness
- **Steel toed shoes or boots**
 - Must meet ANSI Z41.1 standards
- **Hard hat**
 - Must meet ANSI Z89.1 Type 1 or Type 2, class E or class G standards
- **Safety glasses**
 - Must meet ANSI Z87.1 standards



- Surveyors, contractors and carriers are responsible for providing all PPE for their employees meeting these requirements.
- LBC will provide necessary PPE for visiting customers only (if required).
- Possession of cell phones is prohibited in all operational areas of the facility

Truck

Due to the location of our terminal on the shoreline and the nature of the storage facility, certain precautions are in place for the safety of our visitors and to maintain compliance with laws and regulations. These rules, regulations, and precautions extend to the handling of trucks.

Scheduling

- Trucks must be scheduled at least 24 hours in advance through Customer Support at cshou@lbctt.com or via phone with the assigned Customer Service Representative
- The following information is required to schedule a truck:
 - Customer order number
 - Product name
 - Carriers name
- Each individual truck in a shuttle run must be scheduled
- Appointments are available 24 hours, 7 days a week
- Appointments can be scheduled up to 60 days in advance
- Standing and recurring appointments are available
 - Order information must be submitted at least 24 hours in advance of the standing or recurring appointment
 - Standing or recurring appointments will be cancelled if excessive cancellations or no shows occur, or if order information is not received timely
- Appointments are provided in two-hour time blocks
- Trucks can arrive up to 30 minutes **before** their scheduled appointment however may be staged for entry until their appointment start time, depending on current activity
- The Truck Dispatch Clerk must be notified if there is any variance in the quantity being loaded that does not match the order
- Changes or cancellations must be done at least 12 hours in advance of the appointment time

Strapping/Calibration Charts

Strapping/Calibration charts are an important part of ensuring that trucks are loaded with the correct quantities and are within the limits allowed by applicable laws and regulations.

Requirements:

- ✓ Be legible
- ✓ Be typed or printed
- ✓ Outage strapping/calibration chart must specify if it is BOD or TOD
- ✓ Include the trailer number typed or mechanically printed on the chart
- ✓ Be accurate and complete
- ✓ Strapping/calibration chart must be for the trailer that is being presented
- ✗ Trailer-mounted charts will not be accepted
- ✗ No handwritten entries



Incorrect strapping charts may result in an overweight or underweight and carrier-imposed demurrage charges. Trucks that are underweight or overweight due to incorrect strapping charts are subject to additional handling fees.

Carrier Registration

Carriers must be registered with LBC in order to pick up or deliver product. Carriers can schedule appointments prior to being registered however if a carrier is not registered upon arrival, it will result in a rejection. To become registered, a carrier must send via email to cshou@lbctt.com the following:

- FEIN number
- Certificate of insurance

Outbound Trucks

Upon arrival, outbound tank trucks must report to security at the front gate to be weighed and provide the following:

- Order number or reference number (must be typed or printed document)
- Product to be loaded (must be typed or printed document)
- Driver's License
- TWIC card or a driver escort with a TWIC card (**further TWIC instructions listed at end of document)

After receiving clearance to enter the facility, the truck will proceed to the truck dispatch station. The driver must provide the following:

- Order information (must be typed or printed document)
 - Customer order number/reference number
 - Product to be loaded
 - Carrier
 - Tractor number
 - Trailer number

If the above information is not provided on printed or typed document, the driver must complete a Request to Load form

- The Request to Load form should be filled out prior to arriving
 - Failure to fill out the Request to Load form timely can result in delays and additional handling charges
- Strapping Chart
- Clean out Certificate - required for tanks presented as clean, dry and odor free
 - Certificate must contain previous cargo, date cleaned, location cleaned, and how cleaned
- Bill of Lading – required for reloads
 - Must include the name of product last contained
 - Reloads must be approved by the customer

Truck Loading / Unloading

Once cleared through truck dispatch, the truck will proceed to the designated truck rack for loading or unloading. LBC will load or unload the product on to the truck.

After loading or unloading, the truck will exit through the front security gate to be weighed.



At LBC, we handle trucks from many different companies and each has different forms, timesheets, and paperwork that their drivers are responsible for maintaining. Because LBC does not contract directly with the carriers, we will not sign any forms, timesheets, orders, or other documents presented by the driver. We will provide the driver with a copy of LBC scale tickets.

It is LBC's goal to process trucks within the two-hour appointment window and will be measured from the time the truck weighs in on the LBC scale to the time it weighs out on the LBC scale. LBC will record an exception for instances where a truck is inside the terminal longer than two hours **except** for issues beyond our control. These include:

- Driver delays due to paperwork, strapping chart, driver license, TWIC card, etc. not readily available
- Driver delays due to not having or wearing proper personal protective equipment
- Customer sampling requirements
- Customer requirements for customized BOL
- Issues with equipment that require special handling, maintenance or repairs prior to loading
- Isotanks and Intermodal – driver must provide stencils

Under load & Overload

A truck that initially weighs out under the target weight will be reworked and additional product added in order to achieve the target weight as defined by the customer order.

A truck that initially weighs out over the target weight will require customer approval for additional processing. Customer may approve to ship the truck with more than the requested weight if the weight does not exceed the maximum legal weight. A truck that is over the maximum legal weight must be offloaded to achieve a legal weight for road transport.

An under load or overload due to an improper strapping chart, incorrect product density or other non-LBC error, which is reworked, will be subject to an additional handling fee.

Accepting Trucks

In addition to the previously outlined requirements, the truck must meet additional requirements, depending on the cargo to be carried, including:

- Arrive with the proper equipment.
 - Proper equipment includes, but is not limited to, current inspection dates; proper loading equipment; good tires; rear or center unloader as requested by customer; etc.
 - On vapor loaded trucks LBC installs a high level probe in the wash out.
- Is suitable for loading.
 - ✓ Clean, dry, and odor free or possess a bill of lading indicating the previous product if the trailer is a reload
 - ✓ If trailer is reloading, the residue is compatible with the product to be loaded
- Able to be sealed with security seals. This includes all access ports, valves and washout caps.



- The trailer must have a full grating walking surface which allows access to all washout cap locations.
- Customers can waive seals however the approval must be received with the order in order to avoid a delay and additional handling charges

- Possess any required DOT or state inspections for that container and the type of product shipping. Loads for hazardous materials require the following tests:
 - (V) External – within 1 year
 - (I) Internal – within 1 year, if insulated or in corrosive service or 5 years for all others except MC338
 - (K) Leakage – within 1 year except MC338
 - (P) Pressure – within 1 year if insulated and lined or 5 years for all others except MC338
 - (T) Thickness – within 2 years if in corrosive service
 - (L) Lining – within 1 year if in corrosive service
- External appearance and appurtenances (lights, tires, cargo tank, piping, valves, ladders, vents, relief devices, and etc.) are in good condition. There is no evidence of tank leakage or corrosion.
- All cargo tank piping and fittings have at least 12” road clearance. Rear piping and fittings are protected by the bumper with 6” minimum clearance.
- All bolts are in place on flange connection and blank flanges.
- Dome closures and gaskets are in good condition.

No Show

- Trucks can arrive up to 30 minutes **after** their scheduled appointment
- Trucks arriving more than 30 minutes **after** their scheduled appointment may be rejected and subject to a no show charge

Cancellation

- Changes or cancellations must be done at least 12 hours in advance of the appointment time
- Any truck appointment that is not cancelled within 12 hours of the load/unload time will be subject to a no show charge

Rejected Trucks

Trucks may be rejected if they do not comply with the requirements outlined above or other regulations not detailed in the guidelines. LBC reserves the right to refuse loading of any container if it appears unsafe or inadequate for loading/unloading. Customer Service will notify the customer within two hours of a rejected truck and identify the reason. Rejected trucks must be rescheduled with customer service.

TWIC Requirements

Due to the TWIC Reader Rule mandatory compliance, LBC Security will be reenrolling all persons entering the facility as well as granting them a scan badge to access the terminal. To complete each profile, the new biometrics system requires the 8-digit TWIC pin to be entered during enrollment. The TWIC Office issues this 8-digit pin to each TWIC holder during enrollment or reenrollment. An example of this 8-digit pin card is provided below. We request that our customers notify their carriers, surveyors, etc. about this change. Rolling out this new badge system will come in phases, which will allow ample time for persons needing

to reset their TWIC 8-digit pin to do so. This early communication of our mandatory change should help mitigate delays and denials of entry at our main gate.

