



PORT PARTNERS

(CUSTOMS CLEARANCE) LTD

OPERATION BROCK

Guide for drivers of cross-channel
heavy goods vehicles (HGVs)



Introduction

Operation Brock is the name for a series of measures that improve Kent's resilience in the event of cross-channel disruption. It has stages that can be deployed sequentially, scaling up or down to meet demand. In addition to the M20 contraflow, lorries can be routed to Manston Airfield and, if needed, the M26 motorway can be closed and used to queue HGVs too. The operation is an interim measure which was successfully deployed in March 2019, and crucially keeps the M20 open in both directions using a contraflow system.

Who should read this guide

Haulage operators, drivers and traders involved in the movement of goods using heavy goods vehicles (HGVs) with an operating weight of more than 7.5 tonnes - approaching Eurotunnel and the Port of Dover during periods of disruption to cross-channel travel.

How you should prepare

Before beginning your journey:

- ✓ take a break before you begin your journey as you may be delayed;
- ✓ check you can complete your journey before you commence travel;
- ✓ allow more time for your journey;
- ✓ ensure you have sufficient fuel to complete your journey;
- ✓ ensure your vehicle has no faults;
- ✓ ensure you have sufficient food and water in case you are delayed;
- ✓ always follow instructions given by Operation Brock officials and road signs;
- ✓ do not rely on Sat-Navs or other guidance devices;
- ✓ if travelling after the UK leaves the EU, ensure your vehicle documents are up to date;
- ✓ if travelling after the UK leaves the EU, it is important that you have the correct paperwork associated with the goods you are carrying. If your paperwork is incorrect you may be asked to divert to a holding area at Ashford or Manston.

When Operation Brock is inactive

When Operation Brock is **inactive**, the M20 will operate as follows:

- ✓ all traffic heading coast-bound will be able to use the three-lane coast-bound carriageway. The national speed limit applies unless signalled otherwise;
- ✓ all London-bound traffic will use the hard shoulder and lane 1 on the London-bound carriageway. The speed limit will be 50 mph. Average speed cameras will be in operation.

When Operation Brock is active

All HGVs over 7.5 tonnes heading coast-bound to leave the UK should:

- ✓ follow road signs both before you reach Kent and throughout Kent;
 - ✓ not use Sat-Navs or other guidance devices;
 - ✓ get in the correct lane of the coast-bound carriageway for their port-destination
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- ❖ You may also be guided by Police and Traffic Officers on roads in Kent
 - ❖ HGVs will be subject to paperwork compliancy checks and will be stopped for verification checks by an official at dedicated checkpoints.

Compliant HGVs

- ✓ HGVs having the correct paperwork in place will be deemed authorised to progress to their destined port after the necessary check by an official;
- ✓ Drivers will be provided with check confirmation paperwork to present at the ports to be authorised to progress with their further journey across the channel.

Non-compliant HGVs

If your paperwork is not correct you may be asked to divert to a holding area at Ashford or Manston.

Phase 1 – In the event of excessive disruption to services across the English Channel, improved holding capacity at the Port of Dover and Eurotunnel, as well as activation of Dover TAP (Queue management of port destined HGVs on the A20 approach to the Port of Dover) will be used;

Phase 2 – If phase 1 capacity is reached, queuing Europe bound HGVs will commence on the coast-bound section of the M20 between junctions 8 and 9. All vehicles will be signed to use the contraflow;

Phase 3 – If phase 2 reaches capacity, HGVs heading for the Port of Dover will be directed to Manston Airfield, while the M20 will be used to hold Eurotunnel destined HGVs only. Traffic lights on the A256 after Manston Airfield will help to manage traffic arriving at the Port of Dover;

Phase 4 – if the M20 holding area becomes full, the M26 will be used to hold additional HGVs wishing to leave the UK via the Eurotunnel. When held on the M26, you will be held until space on the M20 junction 8 and 9 becomes available.

Failure to comply

Failing to follow any requirement of Operation Brock could result in:

- ❖ a fine of £ 300.00 being issued for each offence;
- ❖ your vehicle being immobilised if you cannot pay your fine;
- ❖ additional delays;

Heading to the Eurotunnel

Phase 1

- ✓ drivers can use any available major route;
- ✓ if you use the M20, use the left lane of the M20 between junctions 8 and 9;
- ❖ the speed limit will be 30 mph.

Phase 2

- ✓ drivers must use the M20 and observe road signs approaching junction 8 and get in lane;
- ✓ use the left lane of the M20 between junctions 8 and 9;
- ❖ you will be held until space at the Eurotunnel becomes available;
- ❖ the speed limit will be 30 mph;
- ❖ Compliancy checks will be undertaken at dedicated checkpoints;
- ❖ You may be asked to divert to a holding area at Ashford or Manston.

Phase 3

- ✓ drivers must use the M20 and observe road signs approaching junction 8 and get in lane;
- ❖ junction 8 will be closed and used for destination management;
- ❖ Operation Brock officials will confirm you are travelling to the Eurotunnel and guide you to enter the goods vehicle area on the coast-bound carriageway of the M20 junction 8 to 9;
- ❖ you will be held until space at the Eurotunnel becomes available.

Phase 4

- ✓ drivers must use M26 and observe road signs;
- ❖ you will be guided to a goods vehicle area on the M26;
- ❖ you will be held until space on the M20 junctions 8 to 9 becomes available;
- ❖ you will be guided by Operation Brock officials into the goods vehicle area of the M20 junction 8 to 9;
- ❖ you will be held until space at the Eurotunnel becomes available.

Note

Maidstone Roadchef services at junction 8 are open as normal, however there will be no direct access back onto the M20 coast-bound at junction 8. To join the coast-bound carriageway, you will need to travel London-bound to junction 7 and turnaround. This will add 5 minutes to your journey.

Heading to the Port of Dover

Phase 1

- ✓ drivers must use the A20 and follow the Dover Traffic Access Protocol (TAP);
- ✓ only use the left lane;
- ❖ the speed limit will be 40 mph;
- ❖ you will be held until space at the Port of Dover becomes available.

if you use the M20;

- ✓ use the right lane of the M20 between junction 8 and 9;
- ❖ the speed limit will be 30 mph

Phase 2

- ✓ drivers must use the M20 and observe road signs approaching the M20 junction 8 and get in lane;
- ✓ use the right lane of the M20 between junctions 8 and 9;
- ❖ you will be held until space at the Port of Dover becomes available;
- ❖ the speed limit will be 30 mph;
- ❖ compliancy checks will be undertaken at dedicated checkpoints;
- ❖ you may be asked to divert to a holding area at Ashford or Manston;
- ✓ use the A20 and follow the Dover Traffic Access Protocol (TAP);
- ✓ only use the left lane;
- ❖ the speed limit will be 40 mph;
- ❖ you will be held until space at the Port of Dover becomes available.

Phase 3

- ✓ drivers must travel to the goods holding area at Manston;
- ❖ road signs will divert you along the A249, M2 and A299;
- ❖ if you are already on the M20, you will be diverted along the A2, M2 and A299;
- ❖ you will be held until space becomes available at the Port of Dover;
- ❖ once space becomes available, you will be guided by Operation Brock officials to the A256 TAP;
- ❖ you will be held at the traffic lights;
- ✓ you must only use the left lane within the A256 TAP.

Phase 4

- ✓ drivers must travel to the goods holding area at Manston;
- ❖ road signs will divert you along the A249, M2 and A299;
- ❖ if you are already on the M20, you will be diverted along the A2, M2 and A299;
- ❖ you will be held until space becomes available at the Port of Dover;
- ❖ once space becomes available, you will be guided by Operation Brock officials to the A256 TAP;
- ❖ you will be held at the traffic lights;
- ✓ you must only use the left lane within the A256 TAP.

Note

Maidstone Roadchef services at junction 8 are open as normal, however there will be no direct access back onto the M20 coast-bound at junction 8. To join the coast-bound carriageway, you will need to travel London-bound to junction 7 and turnaround. This will add 5 minutes to your journey.

Drivers not heading to the ports

Phase 1

✓ drivers can use any available major route;

If you use the M20 between junctions 8 and 9:

- ✓ use the two-way contraflow system on the London-bound carriageway;
- ❖ the speed limit will be 50 mph.

If you use the A20 approaching the Port of Dover:

- ✓ You can use the right lane;
- ❖ You may be stopped at the traffic lights and asked to prove that you are not heading to the ports.

Phase 2 & 3

Follow the same procedure for Phase 1

Phase 4

You will not be able to use the M26, otherwise follow the same procedure for Phase 1

Note

Maidstone Roadchef services at junction 8 are open as normal, however there will be no direct access back onto the M20 coast-bound at junction 8. To join the coast-bound carriageway, you will need to travel London-bound to junction 7 and turnaround. This will add 5 minutes to your journey.

Coming into the UK from Europe

Phase 1

✓ drivers can use any available major route;

If you use the M20 between junctions 8 and 9:

- ✓ use the two-way contraflow system on the London-bound carriageway;
- ❖ Road signs will guide you into the contraflow at junctions 9 and out at junction 8;
- ❖ the speed limit will be 50 mph;

If you are re-directed to Ashford Truck Stop at junction 10a:

- ✓ follow road signs and directions and ensure you report to this location when instructed to do so.

Phase 2 & 3

Follow the same procedure for Phase 1

Phase 4

You will not be able to use the M26, otherwise follow the same procedure for Phase 1

Note

Maidstone Roadchef services at junction 8 are open as normal, however there will be no direct access back onto the M20 coast-bound at junction 8. To join the coast-bound carriageway, you will need to travel London-bound to junction 7 and turnaround. This will add 5 minutes to your journey.

The four phases of Operation Brock

Dover-bound HGVs will use Manston until space on the A256 becomes available



PHASE	DOVER-BOUND HGVs	EUROTUNNEL-BOUND HGVs
1	Drivers must use the A20 Dover Access Protocol (TAP)	Drivers can use any available route
2	Drivers must use M20 junction 8-9 coast-bound carriageway	Drivers must use M20 junction 8-9 coast-bound carriageway
3	Drivers must use Manston and A256 TAP	Drivers must use M20 junctions 8-9 coast-bound carriageway
4	Drivers must use Manston and A256 TAP via M20, A249, M2 and A299	Drivers must use M26 and only move to M20 junction 8-9 when directed by an Operation Brock official

Useful link

You can find more information and check if Operation Brock is active via:
<https://highwaysengland.co.uk/OperationBrock/>



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