

Hazardous Import Cargo Direct Delivery Process - Port of Balboa

APM Terminals Panama informs its customers, shipping lines, and trucking companies about the procedure applicable to the direct delivery of hazardous import cargo at the Port of Balboa.

This procedure applies to IMO Classes **1.1**, **1.2**, and **1.3** import cargo, which must constitute the first operational move and be removed immediately upon arrival at the port facility.

Pick Up Process:

- **STEP 1 - Terminal Notification.**

The shipping line must notify the terminal of the arrival of this type of cargo at least forty-eight (48) hours in advance by sending an email to the following addresses:

- Customerservice@apmterminalsbalboa.com
- Hse@apmterminalsbalboa.com
- Gate.supervisor@apmterminalsbalboa.com

- **STEP 2 - Terminal Coordination.**

The Customer Service team will coordinate the operation and inform the customer of the date and time at which the truck driver(s) must report to the Gate House to process the pickup of the container(s).

- **STEP 3 - Applicable Charges.**

A charge of \$60.00 per container carrying IMO Cargo will apply, in addition to a \$50.00 security escort fee. Both charges must be paid through our bank accounts before the container delivery process begins. To complete the payment, please refer to the following link:

[Payment process - APM Terminals](#)

- **STEP 4 - HSE Induction.**

Once the truck driver reports to the Gate House at the scheduled time and completes the required gate procedures, the HSE Department will provide a safety induction covering the precautions and safety measures that must be observed during the container delivery.

- **STEP 5 - Delivery in Berth.**

The truck driver must then proceed to the designated berth, where the container carrying IMO cargo will be delivered directly.

- **STEP 6 - Container Gate Out.**

Once the above steps have been completed, the truck driver may continue with the necessary procedures for container clearance and pickup in accordance with the standard process. The terminal security escort will accompany the truck driver until reaching the terminal exit.

Important Information:

- Truck drivers are not permitted to perform any activities other than those directly related to the processing and pickup of the IMO containers.
- Customers must coordinate in advance any security escort by the competent authorities for this type of operation.
- It is important that the truck driver arrives at the assigned time for the operation. Since the delivery of containers carrying this type of IMO cargo, constitutes the vessel's first operational move. Failure to comply with the assigned schedule may result in disruptions of the vessel operational planning.

Support & Inquiries:

Customer Service

E-mail: Customerservice@apmterminalsbalboa.com

Office hours: Monday to Friday, 08:00 to 17:00 hours / Saturday, 08:00 to 12:00 hours.

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