



CONTINGENCY PROTOCOL FOR LONG TERM DELAYS DP WORLD TERMINAL, PORT BOTANY

REAL TIME INFORMATION

There will be automatic hourly updates providing this information on the 1-Stop website (www.1-stop.biz).

TRIGGER POINTS

There are two independent trigger points which identifies a delay at DP World terminal, Port Botany and the requirement to undertake contingency action.

- 1) The initial trigger point is the average internal gate to gate truck turnaround time. Action will be taken when the average truck turnaround time for a period exceeds 80 minutes.
- 2) A delay will be deemed long term when the physical external truck queue passes the port gates on Simblist Road.

CONTINGENCY ACTION

- A timely notification will be displayed on the 1-Stop website outlining the general cause of the delay and the expected duration of these delays. An e-mail will be generated to those parties that have registered with the 1-Stop message service.
- Slots for the delayed period will not be cancelled. Trucks may access the terminal at a later time on consultation with the terminal transport office. VBS related fees may be waived.
- Storage fees relating to delays will be reviewed by the terminal on a case by case basis.

SUGGESTED ACTION

- 24 hour contact can be made via the Operations Supervisor (p: 9394 0911) for clarification of delays and general advice.