



Carrier Access Arrangement

LAST UPDATED 1 JANUARY 2020

1. Overview

Victorian Container Management Pty. Ltd. (VCM) is committed to the highest principles and standards of safety, operational excellence, customer focus and continuous improvement.

2. Site Safety Requirements

VCM places the utmost importance on site safety for all employees, contractors and visitors who access the park. We take a stance of zero tolerance to behaviours that contribute to workplace incidents which have a negative impact to the business. Safety is a fundamental component of operations and it will be incorporated into all business relationships and processes.

3. Personal Protective Equipment (PPE) Requirements

- Drivers entering the park are required to wear steel cap boots
- Drivers entering the park are required to wear Hi Visibility Garments with a minimum being a vest to be worn as an outer layer of clothing (Compliant to Australian Standard AS4602)

4. Traffic Management

- Truck drivers must adhere to traffic flow and follow any internal trafficsigns.
- Trucks must give way to pedestrians.
- Trucks must give way to forklifts operating in the depot.
- Truck drivers / Visitors must not wonder around the depot.
- Truck drivers must not walk behind or around forklifts while being loaded or unloaded.
- Pedestrians must use designated walkways at all times.
- Maximum speed limit in the park is 10 km/hr.
- Truck driver is to remain in their vehicle whist being loaded or unloaded.

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- Drivers are not permitted to perform maintenance or cleaning activities on any vehicle whilst in the park.
- Drivers must be licensed to operate the truck and its configurations.
- The truck must be registered, road worthy and maintained to a condition as per Vic Roads / Manufacturers recommendations.
- Drivers must secure the twist locks on all four corners of the container(s) prior to departing the park.
- Drivers shall not access the top of trucks or containers (point of work) where a fall the potential of which is = or > than two meters exists.
- Drivers are not to walk under or drive under a suspended load.
- Container locating pins are to be painted in either fluorescent yellow or white.
- Drivers must ensure all container locking pins are in the ready position for container loading or unloading. Damage resulting from failure to correct position container locking pins will be the responsibility of the driver
- All container locking pin for all four corners of each container must be present and in working condition.
- Side loader trailers must have contrasting hi visibility markings on the trailer arms.
- All skeletal trailers must be fitted with safety chains.
- Intoxicants, illegal narcotics and persons under the influence of are not permitted in the depot.
- Any plant or property damage must be reported immediately to the office.
- Drivers must keep at least 2 meters behind the vehicle in front at all times whilst on this site and ensure that the park brake is on before exiting their vehicle.

5. Container Park Access

- Container Transport Operator (CTO) access to VCM is by pre transacted “Notification” through containerchain.com.au
- CTO’s will be required to have an active commercial account in containerchain.com.au in order to pre transact “Notifications”.

Returning an Empty Container

- All containers being returned to VCM will require a “Container Return Advice” transaction to be completed by the CTO in containerchain.com.au prior to the truck arriving at the park.

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- All “Container Return Advice” containers being returned to VCM will require a “Notification” to be made by the CTO in containerchain.com.au prior to the truck arriving at the park.
- All “Notifications” will require the truck registration number to be recorded by the CTO prior to the arrival of the truck at the park.
- Note: All units are considered damage until surveyed.

Picking Up an Empty Container

- All containers being collected from VCM will require a “Container Pick Up Advice” transaction to be completed by the CTO in containerchain.com.au prior to the truck arriving at the park.
- All “Container Pick Up Advice” transactions will require a “Notification” to be made by the CTO in containerchain.com.au prior to the truck arriving at the park.
- All “Notifications” will require the truck registration number to be recorded by the CTO prior to the truck arriving at the park.

Returning an Empty (Bulk Run) Container

- All containers being returned to VCM will require a “Bulk Run Gate In” Notification to be completed by the CTO in containerchain.com.au prior to the truck arriving at the park.
- All “Bulk Run Gate In” Notifications will require the truck registration number to be recorded by the CTO prior to the arrival of the truck at the park.
- If a truck arrives at VCM and their registration number has not been assigned to the notified Bulk Run, VCM will not be able to service the truck.

Picking Up an Empty (Bulk Run) Container

- All containers being collected from VCM will require a “Bulk Run Gate Out” Notification to be completed by the CTO in containerchain.com.au prior to the truck arriving at the park.
- All “Bulk Run Gate Out” Notifications will require the truck registration number to be recorded by the CTO prior to the truck arriving at the park.
- If a truck arrives at VCM and their registration number has not been assigned to the notified Bulk Run, VCM will not be able to service the truck.

6. Notification Times information

- Notification times will be in 30 minute windows.
- Notifications will be made available 48 hours prior.

7. Container Fees

- A Container Fee is applicable for each “Notification”. (Bulk Runs Excl)

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- The Container Fee applicable for day to day operations Monday to Friday at VCM is \$32.00 + GST Per container.
- Occasionally Victoria Container Management at its discretion, may open up notifications outside of normal business hours. These additional notifications will be advertised via a Containerchain CTO broadcast. Notifications outside our normal business hours will be charged at \$32.00 + GST per container. Please note, Bulk Runs will take priority over normal road traffic.
- The Container fee will be reviewed annually and subject to CPI and business cost increases whichever is greater.

8. Truck Arrival Procedure

- Based on Safety and operational considerations, VCM have an expectation for trucks to arrive during the nominated "Notification Window".
- When a truck driver arrives at VCM's container control office, the driver will be required to quote either the "Notification Number" or their truck "registration number" to the Container Controller. This information is used to identify and activate the transaction in the site operating system. Upon verification of a valid Notification, the truck driver will then be directed where to proceed.
- If a truck arrives at VCM earlier than the nominated "Notification Window", based on safety and operational considerations, VCM may be required to request the driver to exit VCM and return during the nominated "Notification Window".
- If a truck arrives at VCM later than the nominated "Notification Window", based on safety and operational considerations, VCM may be required to request the driver to exit VCM and re notify for a subsequent "Notification Window". In this case further Notification fees will apply.
- If a truck is serviced during the nominated "Notification Window", the Containerchain system will indicate the performance of the CTO in respect of that "Notification" as being "On Time".
- If a truck is serviced before the commencement of the nominated "Notification Window", the Containerchain system will indicate the performance of the CTO in respect of that "Notification" as being "early".
- If a truck is serviced after the expiration of the nominated "Notification Window", the Containerchain system will indicate the performance of the CTO in respect of that "Notification" as being "late"
- Truck drivers must ensure they do not cause queuing into the Somerville Rd as a result of their arrival.

9. Failure to arrive for a Notification

- If a truck fails to arrive on the day of the "Notification", for reporting purposes, the performance of the CTO in respect of that "Notification" will be considered "Unutilised".
- "Unutilised Notifications" will be charged the "Container Fee"

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10. Arrival without a Notification

- Trucks arriving without a notification continually create delays in processing trucks effectively throughout the depot and create safety concerns. Trucks that arrive without a notification will need to be processed manually. Due to additional resources required, a “Manual processing” fee of \$35.00 plus GST will apply to each container.

11. Cancelled Notifications

- A “Notification” can be cancelled by a CTO up to 60 minutes prior to the commencement of a “Notification Window” and the “Container Fee” will not be charged.
- If a “Notification” is cancelled by a CTO after this time the “Container Fee” will still be charged.

VCM may also be required to cancel a “Notification” on behalf of a CTO due to internal operational issues. If this occurs the CTO will be advised by email and the corresponding “Container Fee” will not be charged.

12. Invoicing

- Container Fees will be invoiced to CTO’s by containerchain.com.au
- Invoices are raised monthly and represent all activity for the preceding month.
- Invoice payment terms are fourteen days from invoice
- Outstanding invoices will result in a CTOs Containerchain account being suspended
- Reconnection of a suspended account will attract a reconnection fee of \$100.00 +GST

13. Dispute Resolution

- If the intended container return or pick up from a “Notification” does not occur due to a contributing factor from VCM. The CTO is required to log the issue with containerchain.com.au Help Desk within 60 minutes of the truck departing VCM. This is to enable any potential invoice dispute regarding the “Notification” to be addressed.
- Disputed invoices can be taken up with Containerchain Help Desk.

14. Liability and Indemnity

The carrier must indemnify and keep indemnified VCM in respect of any loss or damage or death or injury to any person as a consequence of:

Any breach of this arrangement by the carrier, its drivers, agents or contractors;

- (a) Any negligent act or omission or wilful misconduct of the carrier, its drivers, agents or contractors; and

- - (b) Any damage to VCM property where such damage is the fault of the carrier, its drivers, agents or contractors,

Except to the extent that such loss or damage is caused by a breach of this arrangement or an act or omission constituting negligence or wilful misconduct by VCM, VCM must indemnify and keep indemnified the carrier in respect of and loss or damage or death or injury to any person as a consequence of:

- (a) any breach of this arrangement by VCM;
- (b) any negligent act or omission or wilful misconduct of VCM; and
- (c) any damage to the carrier's property where such damage is the fault of VCM.

Except to the extent that such loss or damage is caused by a breach of this arrangement or an act or omission constituting negligence or wilful misconduct by the carrier, its drivers, agents or contractors.

15. Fatigue Management

- Carriers are required by law to ensure drivers do not exceed their maximum regulated hours for driving and working. VCM will assist in every way to notify carriers of current and possible delays. These notifications will be sent via our "Message Alert System" which sends emails and SMS messages to registered users.

All carriers are responsible for managing their drivers' hours and carriers must change over drivers who have worked their maximum number of hours. If the carrier is unable to change drivers then the carrier must withdraw and move the truck away from VCM.

16. Depot Opening Hours

Day to Day Operations- Monday to Friday 6:00 am to 5:00pm (excluding public holidays) Bulk Runs
By prior arrangement

17. Alterations to these Carrier Access Arrangements

- VCM reserves the right to alter these Carrier Access Arrangements.
- CTO's will be advised of alterations to this arrangement by email and all alterations will be posted on the Container Chain website.

18. ADDITIONAL FEES

a) MISSED FUMIGATION

As of the 1st December 2018, any units that are de-hired into VCM, which required fumigation, that was not completed as instructed by DAWR, will incur a penalty of \$1000.00 + Fumigation costs + Handling costs + Dig-out costs, excluding GST, to be

- paid prior to VCM releasing the Container back to transport. This is having an effect on our biosecurity and will not be tolerated.

b) FULL CONTAINERS

Any container delivered to VCM which still have cargo inside will incur a penalty of AUD200.00 + GST, payable by transport to VCM prior to VCM releasing the container back to transport for unpacking. A side loader will be required to collect the unit. VCM forklifts are rated for empty containers only and lifting full units' risks damaging our equipment

19. Audio Monitoring

VCM are providing a recording device at the front office to assist with customer service, which will be activated from the 1st August 2019. Signs have been erected around the front office notifying all visitors to the depot.

All recordings will be confidential, accessible only by VCM management and used for quality and coaching purposes. Should your driver not want their experience recorded, you can advise the front office or contact us directly.