

# CARRIER ACCESS ARRANGEMENTS

## QUBE VICTORIA DOCK EMPTY PARK

LAST UPDATE JULY 2019

### 1. Overview

QUBE VICTORIA DOCK EMPTY PARK is committed to the highest principles and standards of safety, operational excellence, customer focus and continuous improvement.

### 2. Site Safety Requirements

QUBE VICTORIA DOCK EMPTY PARK 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 AS 4602)

### 4. Traffic Management

- Truck drivers must adhere to traffic flow and follow any internal traffic signs.
- 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 5 km/hr.
- Truck driver is to remain in their vehicle whilst being loaded or unloaded.
- 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 VicRoads / Manufacturers recommendations.

- Drivers must secure the twistlocks 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 correctly position container locking pins will be the responsibility of the driver
- All container locking pins 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 QUBE VICTORIA DOCK EMPTY PARK is by pre transacted "Notification" through containerchain.com
- CTO's will be required to have an active commercial account in containerchain.com in order to pre transact "Notifications".

### **Returning an Empty Container**

- All containers being returned to QUBE VICTORIA DOCK EMPTY PARK will require a "Container Return Advice" transaction to be completed by the CTO in containerchain.com a minimum of 1 hour prior to the commencement of the nominated notification window.
- All "Container Return Advice" containers being returned to QUBE VICTORIA DOCK EMPTY PARK will require a "Notification" to be made by the CTO in containerchain.com a minimum of 1 hour prior to the commencement of the nominated notification window.
- It is a mandatory requirement for all notifications that the truck registration number is recorded by the CTO at the time the notification is made.

### **Picking Up an Empty Container**

- All containers being collected from QUBE VICTORIA DOCK EMPTY PARK will require a “Container Pick Up Advice” transaction to be completed by the CTO in containerchain.com a minimum of 1 hour prior to the commencement of the nominated notification window.
- All “Container Pick Up Advice” transactions will require a “Notification” to be made by the CTO in containerchain.com a minimum of 1 hour prior to the commencement of the nominated notification window.
- It is a mandatory requirement for all notifications that the truck registration number is recorded by the CTO at the time the notification is made.

## **6. Notification Times information**

- Notification times will be in 30 minute windows.
- Notifications will be made available for the remainder of the current day, and the entire next business day.
- Notifications are required to be made a minimum of 1 hour prior to the commencement of the nominated notification window.

## **7. Container Fees**

- A Container Fee is applicable for each “Notification”
- The Container Fee applicable for QUBE VICTORIA DOCK EMPTY PARK is \$10.50 + GST Per container for notifications made between 7:00am – 4:00pm Monday – Friday.
- Notification windows may be made available outside of these standard operational times (at discretion of management) at which the fee will be \$13.50 + GST per container.
- All charges will be invoiced and collected by Containerchain Pty Ltd on our behalf.
- The Container fee will be reviewed periodically.

## **8. Truck Arrival Procedure**

- Based on Safety and operational considerations, QUBE VICTORIA DOCK EMPTY PARK have an expectation that trucks will arrive during the nominated “Notification Window”.
- When a truck driver arrives at QUBE VICTORIA DOCK EMPTY PARK’s container control office, the driver will be required to quote one of the following : truck registration number, notification number(s), release number or container 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 on how to proceed.

- If a truck arrives at QUBE VICTORIA DOCK EMPTY PARK earlier than the nominated “Notification Window”, based on safety and operational considerations, QUBE VICTORIA DOCK EMPTY PARK may be required to request the driver to exit QUBE VICTORIA DOCK EMPTY PARK and return during the nominated “Notification Window”.
- If a truck arrives at QUBE VICTORIA DOCK EMPTY PARK later than the nominated “Notification Window”, based on safety and operational considerations, QUBE VICTORIA DOCK EMPTY PARK may be required to request the driver to exit QUBE VICTORIA DOCK EMPTY PARK and re notify for a subsequent “Notification Window”. In this case further Container 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 “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 “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 “Late”

#### **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”

#### **10. Arrival Without a Notification**

- If a truck arrives at QUBE VICTORIA DOCK EMPTY PARK without a “Notification” QUBE VICTORIA DOCK EMPTY PARK will not be able to service the truck.

#### **11. Cancelled Notifications**

- A “Notification” can be cancelled by a CTO up to 2 hours 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.
- QUBE VICTORIA DOCK EMPTY PARK 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
- Invoices are raised weekly and represent all activity for the preceding week.
- 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 a Notification is not serviced due to a contributing factor from QUBE VICTORIA DOCK EMPTY PARK, the CTO is required to log the issue with the Containerchain Support Team within 60 minutes of the truck departing QUBE VICTORIA DOCK EMPTY PARK. This is to enable any potential invoice dispute regarding the “Notification” to be addressed.
- Disputed invoices are to be raised with the Containerchain Support Team.

## **14. Liability and Indemnity**

The carrier must indemnify and keep indemnified QUBE VICTORIA DOCK EMPTY PARK in respect of any loss or damage or death or injury to any person as a consequence of:

- (a) any breach of this arrangement by the carrier, its drivers, agents or contractors;
- (b) any negligent act or omission or wilful misconduct of the carrier, its drivers, agents or contractors; and
- (c) any damage to QUBE VICTORIA DOCK EMPTY PARK 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 QUBE VICTORIA DOCK EMPTY PARK, QUBE VICTORIA DOCK EMPTY PARK 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 QUBE VICTORIA DOCK EMPTY PARK;

(b) any negligent act or omission or wilful misconduct of QUBE VICTORIA DOCK EMPTY PARK; and

(c) any damage to the carrier's property where such damage is the fault of QUBE VICTORIA DOCK EMPTY PARK.

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. QUBE VICTORIA DOCK EMPTY PARK will assist in every way to notify carriers of current and possible delays. These notifications will be sent via our Broadcast Alert system, which sends emails and SMS messages to registered CTO's.
- 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 QUBE VICTORIA DOCK EMPTY PARK

#### **16. Depot Opening Hours**

Monday to Friday 7am to 4pm.

#### **17. Alterations to these Carrier Access Arrangements**

- QUBE VICTORIA DOCK EMPTY PARK 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 Containerchain website.