

# Westlink Container Park

## Carrier Access Arrangements

LAST UPDATED 4 NOVEMBER 2019

### 1. Overview

Westlink Container Park is committed to the highest principles and standards of safety, operational excellence, customer focus and continuous improvement.

### 2. Site Safety Requirements

Westlink Container 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

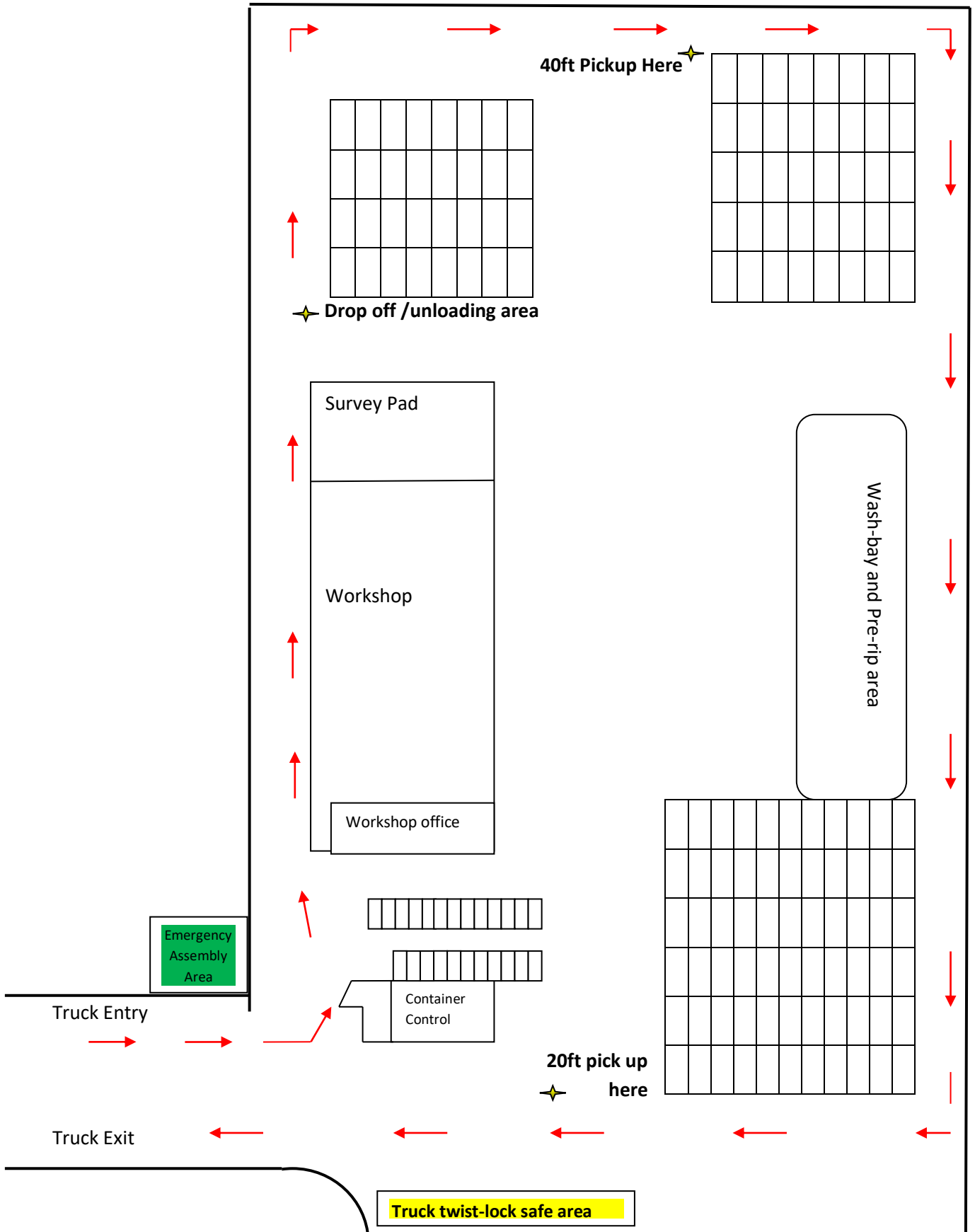
- Drivers entering the park are required to wear steel cap boots
- Drivers entering the park are required to wear Hi Visibility Garments with a minimum being a vest to be worn as an outer layer of clothing (Compliant to Australian Standard AS 4602)

#### 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 without a Westlink Container Park staff member present.
- Truck drivers must not walk behind or around forklifts while being loaded / unloaded or at any other time.
- Pedestrians must use designated walkways at all times.
- Maximum speed limit in the park is 10 km/hr in all areas.
- 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 Vic Roads / 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 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.
- All drivers and visitor enter the depot at their own risk.
- No Children are allowed in the depot under any circumstances
- 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.

Westlink Container Park

TRAFFIC MANAGEMENT PLAN



## 5. Container Park Access

- Container Transport Operator (CTO) access to Westlink Container Park is by pre transacted “Notification” through [containerchain.com](http://containerchain.com)
- It is not the intention of Westlink Container Park to turn this notification system into a strict and rigid vehicle booking system. The notification system is to be used as a controlled method to our queuing system to allow CTO’s visibility of truck queues and make informed decision about driver fatigue and to meet legal obligations under “Load Manager” legislation.
- CTO’s will be required to have an active commercial account in [containerchain.com](http://containerchain.com) in order to pre transact “Notifications”.
- All transactions at Westlink Container Park are paperless. Hard copies of Equipment Interchange Receipts (EIR) will NOT be provided to drivers. An emailed copy of the EIR will be sent to the CTO upon completion of the transaction and can also be accessed online at [www.containerchain.com](http://www.containerchain.com).

### (a) Returning an Empty Container

- All containers being returned to Westlink Container Park will require a “Container Return Advice” transaction to be completed by the CTO in [containerchain.com](http://containerchain.com) prior to the truck arriving at the park.
- All “Container Return Advice” containers being returned to Westlink Container Park will require a “Notification” to be made by the CTO in [containerchain.com](http://containerchain.com) 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.

### (b) Picking Up an Empty Container

- All containers being collected from Westlink Container Park will require a “Container Pick Up Advice” transaction to be completed by the CTO in [containerchain.com](http://containerchain.com) 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](http://containerchain.com) 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.

### (c) Returning an Empty (Bulk Run) Container

- All containers being returned to Westlink Container Park will require a “Bulk Run Gate In” Notification to be completed by the CTO in [www.containerchain.com](http://www.containerchain.com) 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 Westlink Container Park and their registration number has not been assigned to the notified Bulk Run, Westlink Container Park will not be able to service the truck.

**(d) Picking Up an Empty (Bulk Run) Container**

- All containers being collected from Westlink Container Park will require a “Bulk Run Gate Out” Notification to be completed by the CTO in [www.containerchain.com](http://www.containerchain.com) 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 Westlink Container Park and their registration number has not been assigned to the notified Bulk Run, Westlink Container Park will not be able to service the truck.
- All “Notifications” will require the truck registration number to be recorded by the CTO prior to the truck arriving at the park

**6. Notification Times information**

- Notification times will be in 30 minute windows.
- Notification Times will be made available 48 hours prior.
- Notification start and finish times indicate the operational hours of Westlink Container Park.

**7. Container Fees**

- A Container Fee is applicable for each “Notification”
- The Container Fee applicable for Westlink Container Park is \$16.50 per container for Notifications made Monday to Friday between 6.30am and 5:00pm (excluding Bulk Runs).
- The Container fee will be reviewed annually and subject to CPI and business cost increases whichever is greater.

**8. Truck Arrival Procedure**

- When a truck arrives at Westlink Container Park the driver will be required to quote either the “Notification Number” or their truck registration number to container control. This will activate the transaction in the park operating system. The truck will then be directed to proceed into the park.
- If a truck arrives early for a “Notification”, on the same day of the “Notification”, they will be allowed entry. For reporting purposes, [containerchain.com](http://containerchain.com) will record the performance of the CTO in respect of that “Notification” as being “Early”.

- If a truck arrives on time for a “Notification” they will gain entry. For reporting purposes, containerchain.com will record the performance of the CTO in respect of that “Notification” as being “On Time”.
- If a truck arrives late for a “Notification”, on the same day as the “Notification” the truck will be allowed entry. For reporting purposes, containerchain.com will record the performance of the CTO in respect of that “Notification” as being “Late”

## 9. eGate Arrival Procedure

- Entry into the depot will require a CTO to download and install the Free “Containerchain Driver” App and have an active account. “How to” information can be obtained by contacting Containerchain support.
- The left lane is the dedicated “Green Lane” at Westlink Container Park, this is for CTO’s who have received a validated “green lane” transaction.
- The “Green Lane” (Left lane) transactions will be processed through the express methods as per following:
  - CTO is to enter via the dedicated “Green Lane”
  - CTO is to proceed past the gate house and continue directly to the unload / Load areas
  - Where applicable, gate in/ out information will update the Driver App automatically via the fork mount terminals
- The Right lane will be the dedicated “Red Lane” at Westlink Container Park, this is for CTO’s who receive a validated “Red Lane” Transaction.
  - The CTO will arrive via the “Red Lane” (right lane) and stop at the gate house to await further instructions.

## 10. 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”

## 11. 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.

## **12. Cancelled Notifications**

- A “Notification” can be cancelled by a CTO up to 120 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 be still be charged.
- Westlink Container 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

## **13. Invoicing**

- Container Fees will be invoiced to CTO’s by Containerchain Pty Ltd on behalf of Westlink Container Park in accordance with the website Terms of Use.
- 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 CTO’s Containerchain account being suspended
- Reconnection of a suspended account will attract a reconnection fee of \$100 + GST

## **14. Dispute Resolution**

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

## **15. Liability and Indemnity**

The carrier must indemnify and keep indemnified Westlink Container 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 Westlink Container 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 Westlink Container Park.

Westlink Container Park must indemnify and keep indemnified the carrier 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 Westlink Container Park;
- (b) any negligent act or omission or wilful misconduct of Westlink Container Park;  
and
- (c) any damage to the carrier's property where such damage is the fault of Westlink Container 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.

## **16. Fatigue Management**

- Carriers are required by law to ensure drivers do not exceed their maximum regulated hours for driving and working. Westlink Container Park will assist in every way to notify carriers of current and possible delays at Westlink Container Park. 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 Westlink Container Park

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

- Westlink Container Park reserves the right to alter these Carrier Access Arrangements, but will only do so after a consultative process with CTO's.
- CTO's will be advised of alterations to this arrangement by email and all alterations will be posted on the Container Chain website.

## **18. DISCRIMINATION, BULLING & HARASSMENT POLICY**

Under federal and state anti-discriminations laws, including the Australian Human Rights Commission Act 1986, Westlink Container Park has a "zero" tolerance for any Bulling, Harassment and/or Discrimination in the workplace.

### What is unlawful discrimination?

**Discrimination;** occurs when a person, or a group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

Federal discrimination laws protect people from discrimination on the basis of their:



- race, including colour, national or ethnic origin or immigrant status
- sex, pregnancy or marital status and breastfeeding
- age
- disability, or
- sexual orientation, gender identity and intersex status.

## What is workplace bullying?

The *Fair Work Amendment Act 2013* defines workplace bullying as repeated unreasonable behaviour by an individual towards a worker which creates a risk to health and safety.

**Bullying** behaviour can range from obvious verbal or physical assault to subtle psychological abuse. It can include:

- physical or verbal abuse
- yelling, screaming or offensive language
- excluding or isolating employees/Contractors/visitors
- psychological harassment
- intimidation
- assigning meaningless tasks unrelated to the job

undermining work performance by deliberately withholding information vital for effective work performance.

## What is harassment?

Under discrimination law, it is unlawful to treat a person less favourably on the basis of particular protected attributes such as a person's sex, race, disability or age. Treating a person less favourably can include harassing or bullying a person. The law also has specific provisions relating to sexual harassment, racial hatred and disability harassment.

**Harassment** can include behaviour such as:

- telling insulting jokes about particular racial groups
- Abusive / Foul language
- sending explicit or sexually suggestive emails or text messages
- displaying racially offensive or pornographic posters or screen savers
- making derogatory comments or taunts about a person's disability, or

asking intrusive questions about someone's personal life, including his or her sex life.

Everyone has the right to work in an environment free from bullying, harassment, discrimination. If you feel you are being bullied, harassed or discriminated against, please inform your supervisor, manager or managing director immediately for the matter to be investigated.