



Carrier Access Arrangement

LAST UPDATED 31 MAY 2019

1. Overview

Metrobox Neilson Street (MNS) is committed to the highest principles and standards of safety, operational excellence, customer focus and continuous improvement.

2. Site Safety Requirements

Metrobox places the utmost importance on site safety for all employees, contractors and visitors who access the depot. We take a stance of zero tolerance to behaviours that contribute to work place 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 depot are required to wear steel cap boots
- Drivers entering the depot 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/New Zealand Standard AS/ANZS AS 4602)

4. Traffic Management

- Truck drivers must adhere to traffic flow and follow any internal traffic signs.
- Trucks must give way to pedestrians except on marked crossings – this is the only exception where 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 depot is 10 km/hr.
- Drivers are not permitted to perform maintenance or cleaning activities on any vehicle whilst in the depot.
- Drivers must be licensed to operate the truck and its configurations.
- The truck and/or trailer must be registered, road worthy and maintained to a condition as per NZTA / Manufacturers recommendations.
- Drivers must secure the twist locks on all four corners of the container(s) prior to departing the depot.

- Drivers shall not access the top of trucks or containers (point of work) where a fall, the potential of which is equal or greater than two meters exists.
- Drivers are not to walk or drive under a suspended load.
- 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 pins for all four corners of each container must be present and in working condition.
- 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 depot brake is on before exiting their vehicle.

5. Container Depot Access

- Container Transport Operator (CTO) access to MetroBox Neilson Street (MNS) is by pre transacted "Notification" through containerchain.co.nz
- CTO's will be required to have an active commercial account in containerchain.co.nz in order to pre transact "Notifications".

Returning an Empty Container

- All containers being returned to MNS will require a "Container Return Advice" transaction to be completed by the CTO in containerchain.co.nz prior to the truck arriving at the depot.
- All "Container Return Advice" containers being returned to MNS will require a "Notification" to be made by the CTO in containerchain.co.nz prior to the truck arriving at the depot.
- All "Notifications" will require the truck number to be recorded by the CTO prior to the arrival of the truck at the depot.

Picking Up an Empty Container

- All containers being collected from MNS will require a "Container Pick Up Advice" transaction to be completed by the CTO in containerchain.co.nz prior to the truck arriving at the depot.
- All "Container Pick Up Advice" transactions will require a "Notification" to be made by the CTO in containerchain.co.nz prior to the truck arriving at the depot.
- All "Notifications" will require the truck number to be recorded by the CTO prior to the truck arriving at the depot.

Returning an Empty Repo (Bulk Run) Container

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

Picking Up an Empty Repo (Bulk Run) Container

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

6. Notification Times information

Notification times will be in 30 minute windows, discretion of up to 30 MINUTES either side of the notification will be used. Notifications will be made available 48 hours prior.

7. Container Fees

- A Container Fee is applicable for each “Notification”.
- The Container Fee applicable at MNS for a Return and Pick Up “Notification” is \$8.25 + GST Per container.
- The Container Fee applicable at MNS for a “Bulk Run” Return and Pick Up “Notification” is \$6.50 + GST Per container.
- The Container Fee will be reviewed annually

8. Truck Arrival Procedure

- Based on Safety and operational considerations, MNS have an expectation for trucks to arrive during the nominated “Notification Window”.
- When a truck driver arrives at MNS’s container control office, the driver will be required to quote either the “Notification Number” or their “truck 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 MNS earlier than the nominated “Notification Window”, based on safety and operational considerations, MNS may be required to request the driver to exit MNS and return during the nominated “Notification Window”, however, discretion of up to 30 MINUTES either side of the notification will be used.

- If a truck arrives at MNS later than the nominated “Notification Window”, based on safety and operational considerations, MNS may be required to request the driver to exit MNS and re notify for a subsequent “Notification Window”. In this case further Notification fees will apply, however, discretion of up to 30 MINUTES either side of the notification will be used.
- 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”, No penalties will apply, discretion of up to 30 MINUTES either side of the notification will be used.
- 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” No penalties will apply, however, discretion of up to 30 MINUTES either side of the notification will be used.
- Truck drivers must ensure they do not cause queuing into Neilson Street 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”

10. Arrival without a Notification

- Trucks arriving without a notification will be processed at the Depot’s discretion
- Trucks arriving with no registered account and no booking will be turned away

11. Cancelled Notifications

- A “Notification” can be cancelled by a CTO up to 30 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.
- MNS 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.co.nz on behalf of Metrobox.
- Invoices are raised monthly and represent all activity for the preceding month.
- Invoice payment terms are strictly twenty days from date of invoice.
- Outstanding invoices will result in a CTO's Containerchain account being suspended.

13. Dispute Resolution

- If the intended container return or pick up from a "Notification" does not occur due to a contributing factor from MNS. The CTO is required to log the issue with containerchain.co.nz Help Desk Immediately after the truck departs MNS. 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 MNS 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 MNS 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 MNS, MNS 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 MNS;
- b) any negligent act or omission or wilful misconduct of MNS;
and
- c) any damage to the carrier's property where such damage is the fault of MNS.

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. MNS 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 MNS.

16. Depot Opening Hours

Day to Day Operations:

Monday 6:00am to Saturday 12:00pm (excluding public holidays)

(Depot is closed between 6am and 7am Saturday mornings)

17. Alterations to these Carrier Access Arrangements

- MNS 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.