



Intermodal Container Services Pty Ltd (ICS)

## Carrier Access Arrangement

LAST UPDATED NOVEMBER 2019

### 1. Overview

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

### 2. Site Safety Requirements

ICS 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 20 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 W.A. 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 the risk of 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 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.

## **5. Container Park Access**

- Container Transport Operator (CTO) access to ICS 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”.

## **6. Returning an Empty Container**

- All containers being returned to ICS will require a “Container Return Advice” transaction to be completed by the CTO in containerchain.com 120 minutes prior to the truck arriving at the park.
- All “Container Return Advice” containers being returned to ICS will require a “Notification” to be made by the CTO in containerchain.com prior to the truck arriving at the park.
- All “Notifications” will require the correct truck registration number to be recorded by the CTO prior to the arrival of the truck at the park.

## **7. Picking Up an Empty Container**

- All containers being collected from ICS will require a “Container Pick Up Advice” transaction to be completed by the CTO in 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 120 minutes prior to the truck arriving at the park.
- All “Notifications” will require the correct truck registration number to be recorded by the CTO prior to the truck arriving at the park.

## **8. Notification Times information**

- Notification times will be in 30 minute windows.

- Notifications will be made available 48 hours prior.

## **9. Container Fees**

- A Container Fee is applicable for each “Notification”
- The Container Fee applicable for ICS is \$18.00 + GST Per container
- The Container fee will be reviewed annually and subject to CPI and business cost increases, whichever is greater.

## **10. Truck Arrival Procedure**

- Based on Safety and operational considerations, ICS have an expectation for trucks to arrive during the nominated “Notification Window”.
- When a truck driver arrives at the ICS Gatehouse, the Container Controller will review the truck “Registration Number” via internal CCTV and match it with a valid “Notification”. 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 ICS earlier than the nominated “Notification Window”, based on safety and operational considerations, ICS may be required to request the driver to exit ICS and return during the nominated “Notification Window”. ICS will not be held liable for any futile trip or waiting charges incurred as a result.
- If a truck arrives at ICS later than the nominated “Notification Window”, based on safety and operational considerations, ICS may be required to request the driver to exit ICS and re-notify for a subsequent “Notification Window”. In this case further Container Fees will apply. ICS will not be held liable for any futile trip charges incurred as a result.
- 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”.

## **11. eGate Truck arrival procedure**

- Entry into ICS using eGate technology will require a CTO to download and install the ‘Containerchain Driver’ app and have an active account. “How to” information can be obtained by contacting Containerchain Support.
- Drivers receiving a “Green Lane” confirmation can proceed as follows:
  - CTO is to proceed past the gate house via the left lane and continue directly to the Stop Sign, noting the placement of ‘keep clear’ zones.
  - Where applicable, gate in/out information will update the Driver app automatically via the fork mounted terminals.
  - Drivers receiving a “Red Lane” confirmation are required to follow the ‘Non eGate Truck arrival procedure’ in section 12, this will be in an attempt to manually process the transaction where possible.

## **12. Non eGate Truck arrival procedure**

- When a truck arrives at ICS (other than with a green eGate confirmation) the driver will be required to proceed through the Red Lane to the Gatehouse. The Container Controller will review the truck "Registration Number" via internal CCTV and match it with a valid "Notification". 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 early for a "Notification", on the same day of the "Notification", they will be allowed entry subject to competing Notifications, operational considerations and other exigencies. For reporting purposes, the performance of the CTO in respect of that "Notification" will be recorded as being "Early".
- If a truck arrives on time for a "Notification", they will gain entry. For reporting purposes, the performance of the CTO in respect of that "Notification" will be recorded 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 subject to competing Notifications, operational considerations and other exigencies. For reporting purposes, the performance of the CTO in respect of that "Notification" will be recorded as being "Late".

## **13. 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"

## **14. Arrival Without a Notification**

- If a truck arrives at ICS without a "Notification" ICS will not be able to service the truck.

## **15. 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 still be charged.
- ICS 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.

## **16. Invoicing**

- Container Fees will be invoiced to CTO's by containerchain.com
- 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 \$100.00 + GST

## **17. Dispute Resolution**

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

## **18. Liability and Indemnity**

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

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.

## **19. Fatigue Management**

- Carriers are required by law to ensure drivers do not exceed their maximum regulated hours for driving and working. ICS 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 ICS.

## **20. Depot Opening Hours**

Monday to Friday 6am to 11pm (excluding public holidays)

Saturday 6am to 11am

Bulk Runs By prior arrangement

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

- ICS 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.