

Last updated 13 JANUARY 2020

Container Transport Operator Access Terms & Conditions

These Terms & Conditions govern the entry into and use of ACFS Port Logistics, ACFS Webb Dock by Container Transport Operators ("CTO"). Any CTO seeking to ACFS Webb Dock is deemed to have accepted these Terms & Conditions.

1. Overview

ACFS Webb Dock Melbourne is an empty container facility located at 24 Kooringa Way Port Melbourne. **Entry to the site as marked below.**



CTO can contact the facility on (03) 9283 7030 during normal depot business hours. ACFS Webb Dock is committed to high standards of safety, operational excellence and customer focus and will endeavor to meet all reasonable service requests in an efficient and timely manner; and it expects its customers and CTO's attending the site to acknowledge and match this commitment.

Depot Opening Hours:

Monday opening at 0500 and closing Saturdays 1200 midday.

*Extended depot hours are not currently available. CTO's will be notified of extended hours via Container Chain notification when available.

2. Site Safety Requirements

ACFS Webb Dock places the utmost importance on safety for all employees, contractors and visitors. We have policy of zero tolerance to behaviors that have the potential to contribute to workplace incident, or which may have a negative impact to our business or others. Safety is a fundamental component of our daily

operations and we expect all those who enter our site to both respect and adhere to our safety principles and policies. It is a condition of entry to ACFS e-Webb that the CTO`s ensure they comply with all legislative requirements, including the *Work Health And Safety Act 2004 (VIC)* and any regulations made pursuant to the act.

During business operations, and especially in the unlikely event of an emergency occurring on our site, CTO`s must follow all reasonable instructions and requests issued by any ACFS Webb Dock staff immediately and without question. Any CTO who fails to do so may be immediately expelled from the depot (with or without being served) and may be temporarily or permanently prohibited from further entry to ACFS Webb Dock premises.

CTO`s and their contractors enter the ACFS Webb Dock site at their own risk and, to the extent permissible by law, ACFS Webb Dock accepts no responsibility for any loss or damage of any nature suffered by any person entering its premises arising from any cause whatsoever including without limitation the negligence or willful misconduct of ACFS Webb Dock , its servants, agents or contractors.

3. Protective Equipment (PPE) Requirements

Truck drivers entering the site are required to comply with ACFS Webb Dock PPE standards. At a minimum, a high visibility vest is to be worn as an outer layer of clothing (Compliant to Australian Standard AS/NZS 4602), as well as approved protective footwear (compliant to AS/NZS 2210).

4. Traffic Management

- All drivers must stop at the entry gate and report to the Gate house
- Designated walkways and pedestrian crossings must be used at all times where possible.
- Maximum truck speed limit in the site is 10km/hr.
- Truck drivers must adhere to all traffic signs and instructions given by ACFS Webb Dock staff.
- Trucks must give way to pedestrians and forklifts at all times whilst at ACFS Webb Dock .
- Damage to either prime movers or trailer pins will be the responsibility of the driver.
- Under no circumstances are drivers allowed to engage/disengage twist locks in forklift operational areas. This task is only permissible whilst the truck is parked in the driveway outside of the Container Office.
- When returning an empty container, drivers must unlock container twist locks as they arrive at the Container Office to process their paper work and before proceeding to the unloading area.
- All container locking pins for all four corners of each container must be working condition prior to loading. Damage to either the trailer or container resulting from a failure to correctly position container locking pins will be the responsibility of the driver.
- Truck Drivers are not permitted to perform maintenance or cleaning activities on their vehicles whilst on ACFS Webb Dock sites.
- ACFS Webb Dock will presume that all vehicles arriving at the site are fit for purpose and drivers hold the appropriate licenses/permits required under law.
- Any damage sustained to CTO`s vehicles must be reported immediately to Container Office staff.
- Drivers will not be permitted to enter the facility without a Notification Booking.

5. Truck Driver Behavior

- Drivers must at all times conduct themselves in a safe and respectful manner whilst on site.
- Truck drivers suspected as being under the influence of drugs or alcohol will not be permitted on the site.
- Truck drivers are required to remain in their cabins whilst in the depot unless otherwise directed by ACFS Webb Dock staff.

- Any driver found walking around container stacks or in any other place other than approved places such as the Container Office may be ejected from the site with or without being served.
- ACFS Webb Dock reserves the right to impose sanctions and bans on any driver it deems to be a safety or health risk to its staff and/or operations.



- Any CTO requests to inspect export containers must be done so with Container Office staff prior to moving to the load point. Furthermore, inspections must be undertaken at Container Office, not at the loading area.

6. Fatigue Management

- CTO`s are required by law to ensure their drivers do not exceed their maximum regulated hours for driving and working. ACFS Webb Dock will assist in every way to notify CTO of current and possible delays at its site via the Containerchain “Message Alert System”.
- All CTO`s are responsible for managing their drivers' hours and CTO`s must change over drivers who have worked their maximum number of hours. The CTO must not rely on ACFS Webb Dock to manage their driver fatigue.

7. Access to ACFS Webb Dock via the truck notification system

- CTO access to ACFS Webb Dock is via a pre-booked “notification” through www.containerchain.com. A notification means a booking made by a CTO through Containerchain, for an allocated time for the return or pickup of a container. CTO`s will be required to have an active commercial account with Containerchain in order to book notifications. (To set up a commercial account with Containerchain go to www.containerchain.com and register).

8. Notification Times

- Notification times will be in 30 minute windows (notification window)
- Notification windows will be made available up to 48 hours prior to the day that a notification is required

9. Returning an Empty Container

- All containers being returned to Webb Dock will require an electronically generated “Container Return Advice” to be completed by the CTO in Containerchain prior to the truck arriving at the site. All containers being returned to ACFS Webb Dock will subsequently require a “notification” to be made by the CTO in Containerchain prior to the truck arriving at the site.
- All “notifications” will require the container truck registration number to be recorded by the CTO prior to the arrival of the truck at the site.
- All containers received by ACFS Webb Dock are deemed to be damaged until a full container survey has been completed to verify its true condition. Any identified damages will be subsequently reported through to the shipping line by ACFS Webb Dock. Once reported, ACFS Webb Dock will have no further responsibility for the damaged container. The container operator/shipping line may, at its discretion, deal with the issue of the damaged container directly with CTO.

10. Picking up an Empty Container

- All containers being collected from ACFS Webb Dock will require a “Container Pick Up Advice”
- All container pick up advice transactions will subsequently require a “notification” to be made by the CTO in Containerchain prior to the truck arriving at the site
- All “notifications” will require the truck registration number to be recorded by the CTO prior to the truck arriving at the site
- All containers collected by the CTO have been accepted on behalf of their customer as “fit for purpose”

11. Container Notification Fee

- A fee is applicable for each notification
- Each “notification” is for one container
- The container fee applicable for ACFS Webb Dock **from the** 1st of June 2019 is \$33.00 + GST per container notification (container fee) for dayshift entry.
- The Container Fee will be reviewed periodically and subject to CPI and business cost increases.
- Container Fees will be invoiced to CTO`s directly by Containerchain on a monthly basis.

12. Truck arrival procedure with a valid Notification

- When a truck arrives at ACFS Webb Dock the driver will be required to quote either the “Notification Number” or their truck registration number to Container Office staff. Upon verification of a valid notification, the truck driver will then be directed to proceed towards the load/unload area.
- If a truck arrives within their allocated “notification” they will gain entry. For reporting purposes, Containerchain will record the performance of the CTO in respect of that “notification” as being on time.
- Trucks that arrive no greater than 30 minutes early, or no greater than 30 minutes late of their “Notification” will be allowed entry in to ACFS Webb Dock, however truck drivers should not;
 - Expect to be serviced ahead of a CTO that has arrived within their allocated notification, and must ensure they do not cause excessive queuing on Kooringa Way as a result of their early arrival.
 - Trucks that arrive greater than 30 mins early for a “notification” must assess the appropriateness of their arrival in terms of current queue length and obvious congestion and their likely impact thereon. ACFS reserves the right to direct early arrivals away from the depot and return at the appropriate time.
- ACFS Webb Dock will review the outcomes of Containerchain reporting relating to Early and Late Arrivals, and reserves the right to amend this procedure should ACFS Webb Dock determine it to be impacting negatively on its operations.

13. Truck arrival procedure

- When a truck arrives at ACFS Webb Dock the driver will be required to quote their truck registration number to container control.
- If a truck arrives early for a “Notification”, on the same day of the “Notification”, they may be allowed entry subject to competing Notifications at ACFS discretion. 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 may be allowed entry subject to competing Notifications and other exigencies. For reporting purposes, the performance of the CTO in respect of that “Notification” will be recorded as being “Late”

14. Failure to arrive for a valid notification

- If a truck fails to arrive on the day of its notification that notification will be considered as being Unutilised notifications will still be charged the “Container Fee”, unless prior arrangements have been made with ACFS Webb Dock staff to cancel the notification.

15. Arrival without a notification

- If a truck arrives at ACFS e-Rail without a notification, ACFS staff will not be able to service the truck.

- The driver of a truck that has arrived without a “notification” will be instructed to remove their vehicle from the queue and park in an appropriate place whilst they procure a notification.

16. 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.
- ACFS Webb Dock 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.

17. Dispute Resolution

- All disputes arising out these terms & conditions must be logged with the Containerchain help desk for processing as each dispute arises. If the intended container return or pick up from a notification does not occur due to a contributing factor from ACFS Webb Dock, the CTO is required to log the issue with the Containerchain help desk within 60 minutes of the truck departing ACFS e-Rail. This is to enable any potential invoice dispute regarding the notification to be addressed. Disputes relating to notification invoices must also be submitted to Containerchain help desk as each dispute arises.
- The outcome of a dispute will be determined by Containerchain in accordance with its policies and procedures.

18. Liability and Indemnity

- The CTO must fully indemnify and keep indemnified ACFS Webb Dock in respect of any loss or damage or death or injury to any person whatsoever which arises out of:
 - a) Any breach of these terms and conditions by the CTO, its drivers, agents or contractors;
 - b) Any negligent act or omission or willful misconduct of the CTO, its drivers, agents or contractors
 - c) Any damage to ACFS e-Rail or a third party’s property where such damage is caused by the CTO, its drivers, agents or contractors.

19. Alterations to these Terms & Conditions

- ACFS Webb Dock reserves the right to amend these Terms & Conditions from time to time. Amendments will be published through Containerchain.com

20. Governing Law

- These terms and conditions, and any dispute, controversy, proceedings or claim of whatever nature arising out of or in any way relating to these terms and conditions, shall be governed by and constructed in accordance with the laws of the state of Victoria, Australia.

21. Severability

- If at any time a provision of these terms and conditions is or becomes illegal, invalid or unenforceable in any respect under the law of any jurisdiction, that will not affect or impair the legality, validity or enforceability in that jurisdiction of any other provision of these terms and conditions; or the legality, validity or enforceability under the law of any other jurisdiction of that or any other provision of these terms and conditions.