

28 August 2024

Dear VBS customer

**DP World London Gateway – Landside Business Update, and
Annual Adjustment of Vehicle Booking System (VBS) Service Charges – 1 September 2024 – 31 December 2024**

DP World London Gateway – Landside Business Update

We have once again been busy this year with infrastructure and building works on our Terminal both landside and shipside. The largest part of this being the Berth 4 development which is to open shortly. Below are some of the highlights from the last 12 months with some future plans and arrivals.

- All Terminal equipment transferred to Electric or HVO (no fossil fuel)
- Construction completed for additional yard area for off-dock storage, additional storage options for trucks/cargo and Out of Gauge (OOG).
- Terminal Roads – most of the Terminal roads have now been upgraded with only a few sections remaining – thank you to all Port Users for embracing the many temporary traffic management systems.
- Berth 4 is nearing completion and is scheduled to open in the coming months. This will be the UK's first fully electric berth with electric Quay Cranes, electric Shuttles, electric Automatic Stacking Cranes (ASC) and all small mobile equipment being electric.
- 4 x additional Quay Cranes for Berth 4 arrived safely with 2 already in operation. These are the largest quay cranes in Europe.
- 18 new ASCs for Berth 4 have all been delivered and are currently being commissioned. The first ones will come into operation this month.
- Two additional RMGCs have been delivered for the rail terminal and will also shortly come into operation enabling a significant uplift in rail capacity.
- With Berth 4, London Gateway has over 3,000 reefer plugs providing a robust reefer storage infrastructure.
- DPW UK (London Gateway and Southampton) was awarded best 'Port Company' for second year running at this year's Multimodal awards, the logistics industry's flagship event in the UK.
- Positive volume forecast to year end. All carriers have strong evacuation plans with empties due to high demand from load ports and high consumer demand driven by summer holidays and sporting events have driven up reefer volumes and forecast to continue to the end of 2024.
- With additional yard space, together with increased reefer plugs provides London Gateway greater agility and added resilience to manage supply chain challenges linked to global events ensuring a consistent and reliable cargo flow into the UK.

Trading Address

London Gateway Port Limited
No 1 London Gateway, London Gateway Drive,
Stanford-le-Hope, Essex, SS17 9DY
T : +44 1375 648 300
dpworld.com/london-gateway

Registered Office

London Gateway Port Limited
16 Palace Street,
London,
SW1E 5JQ

Company reg: 04341592 VAT no: GB 170 1601 51



DP WORLD

dpworld.com

DP World London Gateway – Introduction to VBS Differential Pricing Structure

A few years ago, we introduced a new VBS platform into London Gateway which was the base for future developments.

Several new products have since been launched and we continue to explore and grow our systems and technologies to progress the VBS system with new functionalities.

London Gateway is a 24 hour, 7 days a week Terminal servicing customers and ultimately the UK Supply Chain.

Volumes, market trends and modes of operations have changed over the years, and we have consistently provided benefits for Port Users entering the Terminal in non-peak times.

Over the last few months, our analysts have studied landside data and how we can make our Terminal and indeed the delivery and collection of containers more efficient and we would like to roll out a different form of VBS pricing structure at London Gateway in the shape of differential pricing.

The pricing structure works on several timing bands and 3 slots - non-peak, AM peak and PM peak and puts associated charges against each band and slot. Analytical work has been carried out on each band and slot and charges reflect the number of equipment shuffles required, VBS demand, together with labour and equipment workload.

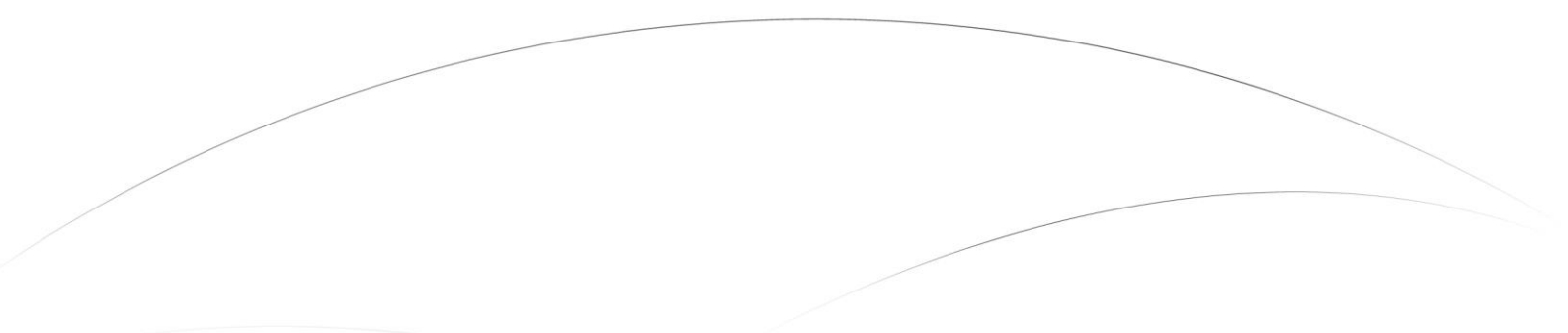
The pricing structure will be explained in more detail early next month, but customers will have the opportunity to gain credits for VBS bookings made with enough notice for the Terminal to housekeep and pro-actively stack containers for delivery.

Amendments and cancellations are also factored into the structure and will again be explained in more detail in due course.

Our IT systems and development teams are currently working on this product which will be ready for User Acceptance Testing (UAT) in October/November where we will be testing the limits of the system with a go-live plan expected January 2025.

With this mind, the VBS Tariff below is valid from 1 September to 31 December 2024. The new VBS differential pricing structure is expected to be valid from 1 January 2025 until 31 August 2025.

Further detailed information will follow next month and then at regular intervals over the next few months.





DP WORLD

Annual adjustment of Vehicle Booking System (VBS) Service Charges

Following our regular service charge review, please note below the DP World London Gateway VBS Tariff which will come into effect from 1 September 2024 until 31 December 2024.

A breakdown of all the charges is in the table below with brief explanations marked by an Asterix and further Q&A are in the attachment.

In general, VBS service charges have been revised in line with the Retail Price Index. With the May 2024 RPI at 3%, the new VBS charges for 2024 are below. There are a few items to note:-

- Due to the increased demand for peak time collections and the additional cost to labour and equipment, there is an additional increase to peak time VBS bookings.
- Weekend peak charges have been removed.
- Credit for Electric HGV Vehicle has been increased.
- We have successfully rolled out Terminal Awareness Course for drivers at our sister Terminal, DP World Southampton to improve health and safety initiatives and awareness with plans to implement at London Gateway in the future.

ITEM	CHARGE FROM 01/09/2024 - 31/12/2024
Off-Peak Booking	Free
Peak Booking	£5.56
On the Spot Manual VBS Appointment **	£41.20
VBS Late cancellation charge ◇	£28.90
VBS Expiry Charge ●	£63.05
VBS Expiry Charge - Reefer ●	£114.64
Unauthorised Passenger in Cab	£150.78
Requested Container Turns	£39.70
Annual Terminal Awareness Course (3 year period) ◻	Year 1: £50.00 / Year 2: £35.00 / Year 3: £35.00
Replacement, Permanent or Temporary Driver ID Card ○	£43.38
Permanent Driver ID Card On-Line ◑	£28.65
Vehicle Euro 3/4/5 Emission Charge ◒	£51.50
Electric HGV Credit ◓	Credit £20.00
Terminal Damage Administration Fee (<i>per instance</i>)	£286.60

** On the Spot Manual VBS Booking Request - considered on a case by case basis

◇ VBS Late Cancellation Charge is incurred if booking is cancelled within 60 mins prior to the booking slot

● VBS Expiry Charge is incurred if no vehicle arrives within the VBS booking time

○ Charge for Replacement, Permanent or Temporary (valid for 24 Hours) Driver ID Card

◑ Charge for Permanent Driver ID Card application on-line

◒ Charge for high emission vehicles (Euro 3/4/5)

◓ Electric HGV Credit – haulage company who made VBS bookings will receive rebate

◻ Annual Terminal Awareness Course – Drivers to undertake with multiple choice test – 3-year period, on 4th year the 3 year period will recommence with a higher charge for year 1 to allow for new functionality enhancements



DP WORLD

dpworld.com

Please note that our safety and security procedure prohibit unauthorised passengers to travel in trucks whilst in the Terminal. For specific purposes, authorisation for a passenger can be obtained from our Gate Team at least 24 hours before the truck arrives at the Terminal by emailing lgw.gate@londongateway.com.

Our VBS charges are subject to VAT and a standard rated VAT specification will show on your invoices.

If you have any questions or feedback, please contact our Customer Services Team - customer.services@londongateway.com or call 01375 648477.

Thank you once again for your continued support.

Yours faithfully

A handwritten signature in blue ink, appearing to read 'Angela Bentley'.

Angela Bentley

Product Development Director – Road Access Services – UK Commercial



DP WORLD

Question and Answers

Why have VBS Weekend Charges been removed?

DP World UK is trying to align both Terminals, DPW Southampton and London Gateway as much as possible and through data analysis and encouraging non-peak times to enter the Terminals for collections and deliveries, we felt it was appropriate to absorb the additional costs at the weekend to continue to provide a 7 day week consistent and reliable transport solution for containers entering and departing our Terminals supporting supply chains serving the UK economy.

Why have Peak Charges been increased?

London Gateway increased operational hours many years ago to provide maximum and flexible access to our customers to collect/deliver containers. We understand this is an important area for customers whereby closures of the Terminal can cause supply chain issues. However, despite the increased operational hours, we are seeing an increase in demand for peak time collections which leads to increased labour and equipment usage and unfortunately, we are not able to continuously absorb these costs.

What is 'On the Spot Manual VBS Booking'?

We currently have 2 main peak times in the Terminal (03.00 – 08.00 and 12.00 – 17.00) and the allocation of any additional VBS bookings are currently dynamically managed to allow the Terminal to provide consistent and efficient truck turnaround times, smooth delivery and collections whilst allowing as many booking slots as possible.

Our Yard is fully automated with containers being stacked 5 high operated by 2 Automatic Stacking Cranes in each module and with over 30 landside transfer areas, and another 9 landside transfer areas about to go live in Berth 4. VBS bookings across the Terminal and the various bookable areas are currently managed by our Yard and VBS Support Teams during these peak periods.

We introduced the Manual VBS booking option last year and we have now increased the functionality to now include manual bookings within the working hour to offer customers additional flexibility. This functionality will increase crane moves and additional labour requirements which is why a slightly higher tariff has been applied to this benefit.

When is a VBS Late Amendment/Cancellation Charge applied?

A VBS Late Amendment/Cancellation Charge is applied if the booking is amended or cancelled within 60 minutes prior to the VBS booking slot time. The reason for the charge is our Port System will have prepared the container for delivery and the charge reflects to additional preparation work undertaken.

Why are you applying an Annual Terminal Awareness Course?

The safety of all Port Users is of paramount importance and is, and always will be, the number one priority at our Terminal. We are making some large investments into new functionalities to ensure all Port Users, in this case drivers, are as well informed about our Terminal as possible. Although drivers currently undertake a presentation with a Q&A at the end, we will be making substantial changes in this area and will be implementing an annual Terminal Awareness course for all drivers to undertake which will include a multiple-choice test ending in a pass/fail. The course will be taken annually but will be on a 3-year cycle, year 1 being a higher charge than year 2 and 3. The pricing structure reflects the various functionality upgrades and design and implementation of new products.

The functionalities and implementation of this course is still in design stage and is being linked with other exciting projects, namely a Driver App which will provide many more features.



DP WORLD

Why are you implementing a Driver App?

For many years, we have had the vision to introduce a Driver App and we have now received authority to proceed with designing and implementation. This project will be delivered in stages from a soft launch of Health & Safety with links to the Terminal Awareness Course, Terminal location maps, weather and traffic reports, notifications through to VBS activity and Geo-Fencing opportunities, together with other features.

Why are you introducing a new VBS Pricing Structure?

We are planning to introduce a new VBS pricing structure at our London Gateway Terminal in January 2025 whereby charges and amendments will be linked to pre-booking times, peak times, and associated amendments. It is envisaged, the same pricing structure will be introduced into DPW Southampton in January 2026.

We introduced a new VBS platform into London Gateway a few years ago which we rolled out very successfully. The reason for implementing a new VBS platform was to provide a base suitable for future developments. Several new products have since been launched and we have several new products currently in the exploration stage. We are tasked with growing our systems and technologies and VBS is one of the products that has great opportunity to link into other products and services.

London Gateway provides customers with 24 hour, 7 days a week Terminal access allowing the UK Supply Chain to easily cope with volume spikes, market trends and priority cargo. Our teams have always studied landside data since operations commenced and we have consistently tried to promote non-peak collections and deliveries for a consistent and reliable supply chain.

We are now in a position to roll out a different form of VBS pricing structure at London Gateway in the shape of differential pricing which promotes pre-booking VBS slots allowing the Terminal to housekeep and pre-stage containers for delivery in a cost-effective way and at the same time providing a credit system to customers.

Further detailed information will follow next month and thereafter through Q3 and Q4 2024, ready for go-live in January 2025.