

28 August 2024

Dear VBS customer

**DP World Southampton – Landside Business Update, and  
Annual Adjustment of Vehicle Booking System (VBS) Service Charges – 1 September 2024 – 31 August 2025**

**DP World Southampton – Landside Business Update**

We have once again been busy this year with infrastructure and building works on our Terminal both landside and shipside, together with some new equipment arriving and some on order to arrive in the coming months. Below are some of the highlights from the last 12 months with some future plans and arrivals.

- All Terminal equipment all transferred to Electric or HVO (no fossil fuels).
- Construction of our new Gate Complex infrastructure investment with a new Optical Character Recognition portal (OCR), Gate complex, together with a Truck Park with parking bays, shower and toilets and bistro – go live scheduled for late Q4 2024/early Q1 2025. A Haulier forum will be held on Thursday 12 September 2024 to provide further operational details – registration details will follow.
- 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.
- Through close collaboration with our partners in Southampton, all container vessel classes (sizes) can be serviced across the entire terminal at DPW Southampton, providing increased efficiency for supply chain partners.
- Our new labour model continues to work well seeing increased berth moves per hour, vessels berthing on arrival and increased straddle equipment availability. It has also allowed greater agility and added resilience to manage supply chain challenges linked to global events ensuring a consistent and reliable cargo flow into the UK.
- To meet customer demands for collections during volume peaks, the Terminal have provided an additional 20% straddle equipment hours to meet this volume surge, resulting in additional straddle carriers per shift.
- New safety initiatives introduced across shipside and landside operations: ie pinning station procedure, Terminal Awareness Course, together with LEAN workshops to improve efficiencies.
- Tenders have been issued to purchase new tandem Quay Cranes, capable of handling the largest (and future) container vessels improving operational performance across the Terminal.
- Fourteen (14) new straddle carriers have been ordered, arriving 2025.

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### Terminal Awareness Course

For most HGV drivers, the Terminal Annual Awareness course will be commencing its second year in a 3-year cycle. Details of the refresher course for individual drivers will be sent out to Haulage Companies providing dates the refresher course must be completed.

A new Driver Registration System was implemented providing drivers with individual Driver ID Cards with the initiative linked to operational safety, security and an awareness of the Terminal regarding locations, procedures, rules, and regulations etc, together with preparing for the new Gate Complex and the operational processes this will require.

We recognise that some haulage companies utilise drivers for both DP World Southampton and our sister Terminal, London Gateway on a regular basis and through feedback, we will be rolling out a rebate to all customers if drivers are utilising both DPW UK Terminals. The criteria details are as follows:-

- Terminal Awareness Course runs on a 3-year cycle. Rebate is available for year's 2 and 3 of the cycle
- Drivers must visit both DPW UK Terminals (Southampton and London Gateway) a minimum of 50 visits per driver per Terminal per calendar year
- Drivers meeting these criteria will qualify for an 80% discount on the subsequent year
- Drivers claiming a rebate for Year 2 will be processed in the subsequent year, ie Year 3
- Further instruction details on the rebate process will follow in due course

### Gate Complex, Truck Park and VBS Booking System

As noted above, our new Gate Complex and Truck Park is due to open later this year and we will be sending out invitations to join a Haulier forum on Thursday 12 September 2024 to run through the operational side of the new Gate Complex, together with explaining the system integration that will allow more visibility and control over the landside. This in turn will allow us to manage the container collection and deliveries in a much more efficient, consistent, and reliable way.

We will also be moving to a new VBS platform with developers commencing the process from mid-2025. The VBS system will work in the same way as our sister Terminal at London Gateway which is based on container booking rather than truck booking. Over the course of next year further details will follow, however, the introduction of the Gate Complex and OCR is the first step in this transition which requires all trucks to pass through the OCR and Gate complex allowing our operational teams full visibility of the road queue and managing the landside in a much more efficient and reliable manner.

Further improved landside functionalities will continue over the next few years providing greater visibility, safety features for drivers, together with upgrades and new products, such as a Driver App with basic operational information and then leading into using it for VBS bookings, amendments, and geo-fencing capabilities, amongst other items.

We are introducing a new VBS pricing structure at London Gateway in January 2025 – Differential Pricing of booking slots which are based on pre-booking times and peak times. It is envisaged DP World Southampton will follow from January 2026.

We have created a working group which includes many of you, however, over the next 12 months we will be reaching out for feedback on our new Gate Complex, Truck Park and many other things. If you would like to be involved, then please contact us by sending an email to [operationsadmin@dpworldsouthampton.com](mailto:operationsadmin@dpworldsouthampton.com).

We also have a dedicated email address for energy related topics, if you would like to receive news and information, please send a request [EnergyTransition.uk@dpworld.com](mailto:EnergyTransition.uk@dpworld.com).



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## Annual adjustment of Vehicle Booking System (VBS) Service Charges

Following our regular service charge review, please note below the DP World Southampton VBS Tariff which will come into effect from 1 September 2024 until 31 August 2025.

A breakdown of all the charges is in the table below with brief explanations marked by a symbol 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 2024/25 are below. There are a few items to note:-

- There will be additional functionality introduced later this year whereby hauliers will be able to request an additional hour's tolerance on VBS bookings via the DPW Southampton VBS website. Please note this functionality will incur a charge and will be dependent on daily operations and may be capped/blocked if required.
- Customers requesting DPW Staff to amend/update VBS bookings will incur a charge.
- Due to the increased demand for peak time collections and the additional cost to labour and equipment, there is an additional increase to charges for peak time VBS bookings.
- The container registration charge has been reduced.
- Weekend charges have been removed  
*Note: DPW Southampton Landside Hours – Saturday: 18.00 Landside Closed / Sunday: 07.00 Landside Opens*
- The peak charge refund linked to turnaround times remains in place for customers.
- Credit for Electric HGV Vehicle has been increased

ITEM	CHARGE FROM 01/09/2024 - 31/08/2025
Off-Peak Booking	Free
Peak Booking (04.00 – 07.00 and 12.00 – 18.00)	£5.56 (valid until 31/12/24) £10.00 (valid from 01/01/25 – 31/08/25)
Additional VBS Booking Tolerance Request ~	£18.00 (valid from when new Gate Complex is operational)
VBS Premium Container Listing (per container)	£0.12
VBS Non-Conformance Charge ◻	£57.32
Passenger in cab charge	£150.78
Annual Terminal Awareness Course (3 year period) ^	Year 1: £50.00 / Year 2: £35.00 / Year 3: £35.00
Replacement Driver ID Card	£43.38
Vehicle Euro IV and Euro V Emission Charge ◊	£51.50
Electric HGV Credit ~	Credit £20.00
Terminal Damage Administration Fee (per instance)	£286.60
Terminal VBS update request ●	£18.00 (valid from 01/10/24)

~ Additional VBS Booking Tolerance Request - Transport companies can select option in the VBS system to request additional tolerance on a valid VBS booking to the next hour (this functionality is dependent on daily operations)

◻ VBS Non-Conformance Charge:-

common examples: No vehicle has arrived within the VBS booking time, driver departs Terminal within 60 mins of arrival without completing transactions, seal check not completed

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



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◇ Charge for high emission vehicles

≈ Electric HGV Credit – haulage company who made VBS bookings will receive credit

● Terminal VBS Update Request – Transport companies requesting Terminal/Gate Staff to manually update VBS bookings ie adding on cleared containers to VBS booking

Please note that our safety and security procedures prohibit unauthorised passengers to travel in trucks whilst in the Terminal. For specific purposes, authorisation for a passenger can be obtained from our Operations Administrator at least 24 hours before the truck arrives at the Terminal by emailing [operationsadmin@dpworldsouthampton.com](mailto:operationsadmin@dpworldsouthampton.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 Commercial Team – [commercial@dpworldsouthampton.com](mailto:commercial@dpworldsouthampton.com) or call 023 80 701701.

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**

### 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



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was appropriate to absorb the additional costs at the weekend to continue to provide a 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?**

DPW Southampton 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 demands. Through our data, we can see that we are providing additional 20% straddle equipment hours to meet this volume surge and unfortunately, we are not able to continuously absorb these costs.

### **Why has Container Registration charges been reduced?**

In recognition of the peak charge increase, we are reducing the container registration charge considerably, together with keeping the peak refund charge linked to turnaround times in place for customers.

### **Why are you charging for VBS amendments?**

Over the course of the next few months, we will be updating DPW Southampton landside facilities with a new Gate Complex which will naturally lead into new operational procedures on how drivers will receive and deliver containers into the Terminal.

We understand the requirement for ad hoc increased tolerances and have created an online service to manage these requests. We will be implementing an additional functionality later this year whereby hauliers will be able to request an additional hour's tolerance on VBS bookings via the DPW Southampton online VBS system. This will be managed by improved system functionality based on daily operations but ultimately requested and controlled by hauliers themselves.

It is worth noting that this functionality will be dependent on daily operations and may be capped/blocked by the Terminal if required.

We have seen an increase in manual booking updates by our VBS helpdesk to a level where, unfortunately, a charge must be associated with such requests which currently require additional labour shifts.

### **Why have you applied 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. In November 2023, we introduced an annual Terminal Awareness course for all drivers to undertake which included a multiple-choice test ending in a pass/fail. The course is on a 3-year cycle with annual refreshers for each driver. The first year of the cycle is a higher charge due to various enhanced and new functionalities being introduced. We are currently in the first cycle where all drivers must now have a Driver ID card.

For most HGV drivers, the Terminal Annual Awareness course will be commencing its second year in a 3-year cycle. Details of the refresher course for individual drivers will be sent out to Haulage Companies providing dates the refresher course must be completed, the first being during Q4 of this year.

Linked to the Terminal Awareness Course, a new Driver Registration System was implemented providing drivers with individual Driver ID Cards linked to operational safety and an awareness of the Terminal regarding locations,



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procedures, rules and regulations etc, together with preparing for the new Gate Complex and the operational processes this will require.

### How does the Annual Terminal Awareness Course Rebate work?

We recognise that some haulage companies utilise drivers at both DPW UK Terminals, DP World Southampton and our sister Terminal, London Gateway on a regular basis and we will be rolling out a rebate for drivers utilising both DPW UK Terminals with the following criteria:-

- Terminal Awareness Course runs on a 3-year cycle. Rebate is available for year's 2 and 3 of the cycle
- Drivers must visit both DPW UK Terminals (Southampton and London Gateway) a minimum of 50 visits per driver per calendar year.
- Drivers meeting these criteria will qualify for an 80% discount on the subsequent year Terminal Awareness Course refresher charge.
- Drivers claiming a rebate for Year 2 will be processed in the subsequent year, ie Year 3. Rebate for Year 3 will be processed in Year 1 of the next cycle (Year 4).
- Further instruction details on the rebate process will follow in due course.

### 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.

A working group with interested hauliers has been put together. This is a function for drivers and therefore your feedback and ideas are crucial to make this product viable and worthwhile. If you would be interested in joining the working group, please contact [operationsadmin@dpworldsouthampton.com](mailto:operationsadmin@dpworldsouthampton.com).

### Why are you introducing a new VBS System?

DP World UK is trying to align both Terminals, DPW Southampton and London Gateway as much as possible, although due to operational differences, there will always be some variations.

The volumes and modes of operations have changed over the years and to continue to grow our systems and technologies, we will be moving to the same VBS system as London Gateway. System design and testing will commence Q3 2025, with a go-live plan of Q1 2026.

This will create a VBS platform which is suitable to build upon as we move through the years – it will allow us to implement further functionality upgrades, together with new products. The VBS system will work in the same way as our sister Terminal at London Gateway which is based on container booking rather than truck booking. Over the course of next year further details will follow, however, the introduction of the Gate Complex and OCR is the first step in this transition which requires all trucks to pass through the OCR and Gate complex allowing our operational teams full visibility of the road queue and managing the landside in a much more efficient and reliable manner.

### New Gate Complex and Truck Park

DPW Southampton new Gate-Complex and Truck Park is on schedule to open later this year and we will be sending out invitations to join a Haulier forum on Thursday 12 September 2024 to run through the operational side of the new Gate Complex, together with explaining the system integration that will allow more visibility and control over the landside.



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Every truck collecting or delivering a container will be required to enter the OCR portal and the Gate Complex. This new procedure will allow us to monitor and plan for landside trucks in a more efficient, consistent, and reliable way which we believe will lead to increased productivity, increased VBS slots, more visibility of Port Users, together with using available data to predict and plan for a sustainable and effective landside operation to support the UK supply chain.