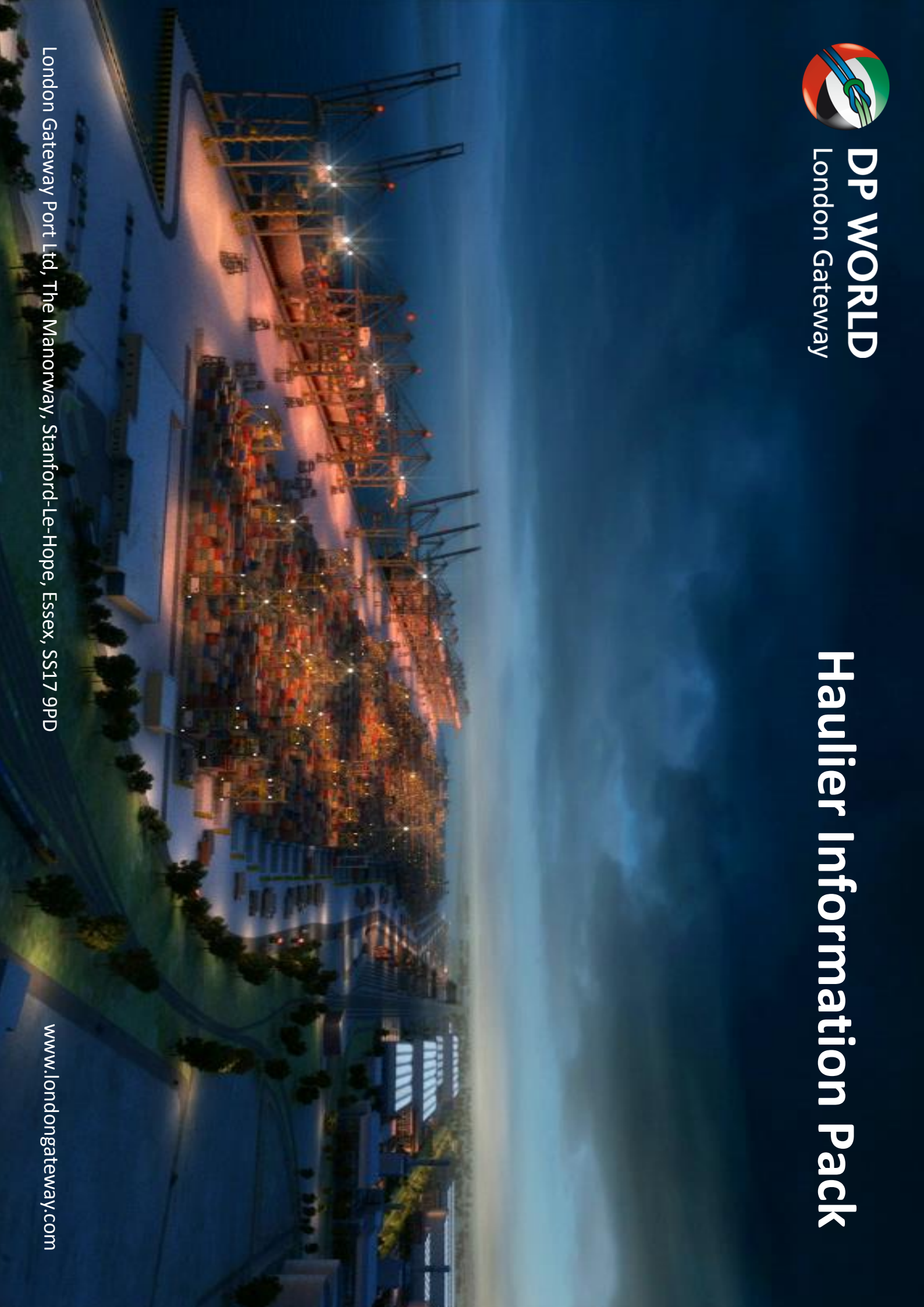




DP WORLD
London Gateway

Haulier Information Pack



London Gateway Port Ltd, The Manorway, Stanford-Le-Hope, Essex, SS17 9PD

www.londongateway.com

Haulier Registration

Hauliers can register by completing an application form and separate direct debit mandate, which are available online via the London Gateway Port Ltd. (LGPL) Operations Portal. Hauliers that wish to register individual depots can do so by completing the 'Additional Haulier Depots for Vehicle Booking System (VBS)' form, and returning it with the 'Agreement to Access Vehicle Booking System (VBS)' and 'Haulier Registration Direct Debit' forms in step 2.

The London Gateway Operations Portal can be accessed by the following address:

<http://lgw.cnsonline.net>

To register the haulier must complete the following process:

1. Download a PDF 'Agreement to Access Vehicle Booking System (VBS)' registration form from the LGPL Operations Portal, including a separate 'Haulier Registration Direct Debit' mandate.
2. Complete and return scanned copies of the registration form and accompanying direct debit mandate to CNS by e-mail to:

vbs.support@londongateway.com

3. Post the original copy of the direct debit mandate to CNS. The original copy must be received within 28 days of receipt of the scanned copies.

London Gateway Registration Department
P.O Box 1775
Southampton
Hants
SO15 9FT

(Failure to send the Direct Debit mandate, will lead to the haulier registration being terminated)

4. London Gateway submits a registration for the direct debit with the haulier's bank.
5. The haulier registration process will take on average 5 working days to complete, from receipt of application.
6. Hauliers will receive a letter from the London Gateway Registration Department, confirming their successful application.

Once registration with London Gateway has been confirmed, hauliers will be able to register their drivers and have access to the VBS.

Independent drivers will initially be required to register as a haulier, prior to being able to register themselves as a driver.

There will be a dedicated helpline for the haulier registration process.

Haulier Registration Helpline: 01375 648585

(The helpline can be reached Monday to Friday, between 0900 – 1700hrs (UK Time)).

Calls made outside of these hours will be forwarded, to the gate helpdesk, in order to assist.

Driver Registration

Driver registration is an online application for hauliers to register their drivers that will be used to deliver and/or collect containers from LGPL (including Independent, sub-contractors and agency drivers).

It will allow hauliers to assign a different driver prior to the VBS booking appointment, and reduce the need for drivers having to carry additional documentation.

Drivers can be registered by more than one haulier.

Registered hauliers can access the online driver registration web application via the London Gateway Operations Portal. The address for the portal is as follows:

<http://lgw.cnsonline.net>

Hauliers that are unable to complete the online driver registration application can present themselves to the gate helpdesk in order to gain a permanent pass – specific ID will be required and this is a chargeable service.

Please note that the online driver registration process may take up to a maximum of 14 days to complete per driver application. We would recommend hauliers register their drivers in advance of the port opening in Q4' 2013.

There will be a dedicated driver registration helpline available to hauliers having problems with driver registration.

(The helpline can be reached on Monday to Friday, between 0900 – 1700hrs (UK Time)).

Calls made outside of these hours will be forwarded to a telephone answering service, which will capture contact details for the administrator to call back.

Driver Registration Helpline: 01375 648585

Upon completion of a driver registration, a welcome pack will be sent to the haulier on behalf of the driver, which will include:

- Driver ID Card
- Driver Information Brochure (including; PPE requirements; port safety rules, emergency contact number & site map)

Vehicle Booking System

LGPL will be using an online vehicle booking system (VBS), to facilitate the collection and delivery of all containers to and from the port.

Export bookings can be made up to 7 days in advance of the vessels arrival.

Import bookings can be made if the container is on the terminal, and has no restrictive holds placed on it.

Hauliers must be registered to access the VBS.

Once registered to use the VBS, a username, password and web link to the London Gateway Operations Portal will be sent to the haulier.

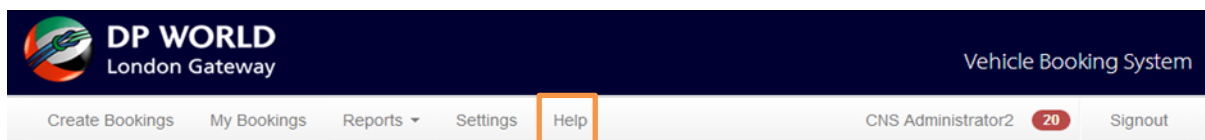
There is no charge for using the VBS. However, London Gateway will charge for 'missed bookings (no shows)' and 'late booking cancellations'.

VBS Functionalities

- User friendly online graphical web based application.
- Optimises driver time & haulier fleet management.
- Provides hauliers with the ability to check container status.
- Provides hauliers with the ability to upload containers into the VBS in various file formats.
- Allows haulier to assign drivers prior to the VBS booking.
- Reduces the need for drivers carrying additional documentation or information.

VBS Help

User guides, FAQ's and a video on how to use the VBS can be accessed by clicking the 'Help' tab in the VBS application. The 'Help' tab is found on the navigation toolbar which runs along the top of the VBS screen.



From opening day, VBS system support from London Gateway Port Ltd. will be available between 0900 – 1700hrs (UK Time), Monday to Friday by calling, or e-mailing:

VBS Helpline: 01375 648585

vbs.support@londongateway.com

ID Cards

Why ID Cards?

- ID cards provide a quicker truck turnaround time as they allow for automated checks and driver self-service at the gates and pedestals, without the need to type any information.
- To ensure access to the terminal at LGPL meets the ISPS Code (International Ship and Port Facility Security Code), for security standards by restricting and controlling access to personnel and vehicles.

The Port will charge a fee for replacement or temporary ID cards.

There will also be a fee to gain a permanent card on site however, if applied for online, this service is free of charge.

Gate Opening Times

The gates at the port will be open from 18:00hrs Sunday – 1800hrs Saturday.
(The gates will be open 24 hours per day, Monday – Friday)

Please note the last available booking slots on a Saturday will be 17:00 – 18:00hrs.

Subject to demand London Gateway will review the opening times.