



CONTINGENCY PROTOCOL FOR LONG TERM DELAYS PATRICK TERMINAL, PORT BOTANY

REAL TIME INFORMATION

There will be automatic hourly updates providing this information on the 1-Stop website. (www.1-stop.biz).

TRIGGER POINTS

There are two independent trigger points which identifies a delay at Patrick terminal, Port Botany and the requirement to undertake contingency action.

- 1) The initial trigger point is the average internal gate to gate truck turnaround time. Action will be taken when the average truck turnaround time for a period exceeds 80 minutes.
- 2) A delay will be deemed long term when the physical external truck queue passes the roundabout leading from Penrhyn Road to Botany Road AND the terminal is unable to process trucks.

CONTINGENCY ACTION

- A timely notification will be displayed through the 1-Stop system outlining the general cause of the delay and the expected duration of these delays.
- An official email will be delivered to relevant stakeholders indicating general cause of the delay and the expected duration of these delays.
- Slots for the delayed period will be honoured at a later nominated time.
- Fees relating to delays (late, no show or storage) will be reviewed by the terminal on a case by case basis.

SUGGESTED ACTION

- 24 hour contact can be made via the Landside Manager (p: 9394 0357) for clarification of delays and general advice.