



25 September 2024

Dear Customer

**DP World London Gateway**  
**Introduction to VBS Banded Tariff Structure / Service Charges**  
**1 January 2025 – 31 August 2025**

Thank you to all that attended our recent Haulier Forum and who have given discussion points and feedback to our new VBS Banded Tariff Structure, it is much appreciated.

As presented at our recent Haulier Forum, we are pleased to provide details below on the new VBS Banded Tariff Structure.

The VBS Banded Tariff Structure aims to:

- Offer incentives to customers to use off peak capacity and who provide sufficient notice for Terminal operations to efficiently prepare import containers for delivery.
- Recover costs from customers for provision of peak capacity and for notice periods where additional operational costs are incurred.

#### **New VBS Banded Tariff**

We have developed a different form of VBS tariff at London Gateway in the shape of a banded tariff. The VBS tariff structure provides customers pre-booking VBS slots with benefits in the form of credits and lower VBS booking charges if using off-peak times in the Terminal and pre-booking slots in certain time windows.

The banded structure works on several timing bands and 3 windows (a) off-peak, (b) AM peak and (c) PM peak and puts associated charges against each band and slot. This considers, provision of peak capacity; the different workloads involved reflecting the number of equipment shuffles required; VBS demand; together with labour and equipment workload.

The tariff structure provides customers the opportunity to pro-actively manage VBS bookings and bookings made with notice, provides the Terminal time to housekeep and pro-actively stack containers for delivery. Amendments and cancellation charges are also factored into the structure and consider the administration and operational work involved.

The VBS Banded Tariff is planned for implementation from 1 January 2025 and as normal, the tariff will run until 31 August 2025.

#### **Reminder of Key VBS Functionalities**

- London Gateway is effectively a 'Container' Booking System
- VBS Booking slot = 15 mins before hour slot + 60 mins slot + 20 mins after hour slot = 95-minute VBS window
- Exports and Empties can be added and amended to a valid VBS booking multiple times up until the driver arrives at the Terminal – Free of Charge
- London Gateway requires the Import Container to be pre-booked – we DO NOT require truck or driver details. This information is only captured once the driver enters the Terminal for Safety, Security and operational reasons

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- All drivers require a valid, in date Driver ID Card to enter the Terminal and must undertake a presentation on the workings of the Terminal, together with passing the Q&A session. Any drivers due for training/re-training will be notified at the Terminal's main gate and will be asked to make their way to the training building located at the Gate Complex
- Driver ID cards can be requested on-line or via the Gate Services Office
- Driver ID card is essential to the automation of the Terminal
  - Automation of gate-in barriers
  - Adds container and vehicle registration to the Terminal Operating System (TOS)
  - Activates driver details to the booking for Terminal for safety and security reasons
  - Driver ID card required at the module/lane kiosks which activates the TOS work list and starts the job for the Automatic Stacking Cranes (ASC)
  - Automation of gate-out barriers

The VBS Banded Tariff Structure is shown below, along with some examples.

VBS booking charges are for all container types – Imports, Exports and Empties

| DP World London Gateway - VBS Banded Tariff Structure - VBS Booking Bands                              |           |            |                   |                                |                                |  |
|--|-----------|------------|-------------------|--------------------------------|--------------------------------|--|
| VBS Advance Booking Bands  |           | > 12 hours | VBS Booking Slots |                                |                                |  |
|  |           |            | Off-Peak          | Peak 1 (AM)<br>(04.00 - 06.59) | Peak 2 (PM)<br>(12.00 - 17.59) |  |
|  |           |            | Credit - £5.00*   | £2.00                          | £2.00                          |  |
|  |           |            | Credit - £1.00*   | £4.00                          | £4.00                          |  |
|  |           |            | £0.00             | £6.00                          | £6.00                          |  |
|  | < 2 hours |            | Dry Cntr          | £2.00                          | £8.00                          |  |
|  | < 2 hours |            | Reefer Cntr       | £6.00                          | £18.00                         |  |
| * For any single Export/Empty booking the charge will be £0.00. Credits are for import linked bookings |           |            |                   |                                |                                |  |

| DP World London Gateway - VBS Banded Tariff Structure - VBS Amendment/Cancellation |           |            |                  |                     |
|--|-----------|------------|------------------|---------------------|
| VBS Amendment/Cancellation Bands   |           | > 12 hours | Amendment Charge | Cancellation Charge |
|  |           |            | £0.00            | £0.00               |
|  |           |            | £1.00            | £1.00               |
|  |           |            | £2.00            | £2.00               |
|  |           |            | Dry Cntr         | £8.00               |
|  |           | < 1 hours  | Reefer Cntr      | £15.00              |
|  |           |            | Dry Cntr         | £20.00              |
|  | < 1 hours |            | Reefer Cntr      | £50.00              |
| Add/Remove Export & Empty to valid VBS bookings                                    |           |            | £0.00            | N/A                 |

| DP World London Gateway - VBS Banded Tariff Structure - No Show/Expired Charge |  |                        |
|--|--|------------------------|
|  |  | No Show/Expired Charge |
| Expired Booking Charge - Dry Cntr  |  | £63.05                 |
| Expired Booking Charge - Reefer Cntr   |  | £114.64                |

- Any amendment charge is based on the time of making the amendment in advance of the current time slot
- For any combination of VBS bookings the latest booking charge will apply
- Credits will only be for import combination bookings, Export/Empty only bookings are not eligible
- Any amendments to add or remove Empties or Export cntrs to a valid VBS booking have a tariff of £0.00
- Any single Export/Empty bookings are subject to VBS charges and amendments



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### Example 1

- VBS booking is made 12hrs in advance of the actual booking and at a off-peak time slot = credit £5.00

### Example 2

- VBS booking is made to collect a reefer container less than 2 hrs of the actual booking at Peak 1 window = £18.00

### Example 3

- VBS booking is made for a container for 6 – 2 hrs prior to collection during Peak 2 = £6.00
- Booking is then amended 6 – 2 hrs prior to the original booking slot to a Peak 1 slot for the following day triggering the amendment charge = £2.00
- Amended booking is for a Peak 1 triggering the >12 hrs advance booking band. Update Peak 1 charge = £2.00
- Initial £6.00 booking charge is removed
- Total charge for booking and amendments = £4.00

### Example 4

- VBS booking is made for a dry container, less than 2 hrs notice within Off-Peak window = £2.00
- Booking is then amended withing 2 – 1 hrs prior to the original booking slot triggering he £8.00 amendment charge
- Amended booking is for Peak 1, the same day in < 2 hrs advance booking band. Updated Peak 1 charge = £8.00
- The initial £2.00 booking charge is removed
- Total charge for the booking and amendment = £16.00

We have provided a Q&A below which we hope is helpful, but we appreciate this is a completely new tariff structure and would encourage as many of you to get in touch with any questions or concerns that are not covered in the Q&A below. Please send by email to [customer.services@londongateway.com](mailto:customer.services@londongateway.com).

As offered at the Haulier Forum, comparison sample data for a 24 hour period has been prepared and if you would like to receive your individual data comparison, please send your formal request by email providing name, haulage company and email address to [customer.services@londongateway.com](mailto:customer.services@londongateway.com).

We are also holding group TEAMS sessions to run through the workings of this new tariff on Monday 30 September and Tuesday 1 October – 10.00 – 11.30 and 14.00 – 15.30 both days. If you would like to join one of the sessions, please send your selected date/time request, plus name, haulage company and email address to [customer.services@londongateway.com](mailto:customer.services@londongateway.com) who will send you the TEAMS meeting invite link.

We will continue to communicate on progress throughout the next few months.

Thank you to everyone for your support and feedback.

Yours faithfully

**Angela Bentley**  
Product Development Director – Road Access Services – UK Commercial



## Questions and Answers

### **Why are you introducing a new VBS Banded Tariff Structure?**

A few years ago, we introduced a new VBS platform which was the base for future developments and allowed us to explore and grow our systems and technologies to progress the VBS system with new functionalities.

We are committed to servicing our customers and the UK Supply Chain working with volume fluctuations, market trends and different modes of operations and the new tariff structure is to provide customers with initiatives and options to utilise the Terminal over the full 24 hours. This will provide more flexibility and pro-active, service option awards for customers.

### **Will there be additional charges for adding on export and empty containers to a valid VBS booking?**

No, there will not be any additional charges for adding on export and empty containers to existing and valid VBS bookings. We fully appreciate that hauliers need the ability and flexibility to move their drivers and trucks around to accommodate other areas of the supply chain. Export and empty containers can be added to a valid VBS booking up until the driver enters the Terminal.

### **Will there be a charge to change the driver associated to booked VBS container slot?**

No. We understand that there needs to be operational flexibility to plan for vehicle movements. The VBS is based purely on the container(s) and time slot. Hauliers DO NOT need to confirm driver details.

### **Will there be a charge to change the vehicle associated to the booked VBS container slot?**

No. We understand that there needs to be operational flexibility to plan for vehicle movements. The VBS is based purely on the container(s) and time slot. Hauliers DO NOT need to confirm truck details.

### **What happens if there is an incident on the road network near London Gateway and trucks are delayed?**

As per normal operations, we monitor the local road network and if there is a serious incident causing multiple delays, additional tolerance on all VBS slots will be implemented so drivers will not experience missed VBS bookings.

### **How can I check the progress of a container booking in the VBS system?**

Each haulage company has an on-line VBS account with CARGOES which provides the status of VBS containers. When a haulier arrives at the main Gate-In, the status of the VBS booking will update from 'Confirmed' to 'Working', enabling traffic offices the visibility of their drivers VBS status.

### **How do I claim the £5.00/£1.00 incentive payment?**

The credit is accounted for automatically on the basis that the off-peak slot is booked either more than 12 hours in advance or 12 – 6 hours. This will be added to the VBS user account and will be netted off with any charges incurred in the month. In the case that the VBS account is in credit, then this will be paid out at the end of each calendar quarter.

### **Why are VBS charges for reefer containers more than dry containers?**

There are several reasons, but ultimately it is the additional work involved. Reefer Technicians are employed on a shift basis to undertake regular reefer container monitoring, together with un-plugging and plugging containers in preparation for collection. It also involves additional shuffles involved with unplugging/plugging of other reefer containers to prepare the container for delivery.



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### Why are VBS charges for reefer containers more expensive in the 1–2 hour window?

The pre-booking of all containers provides the Terminal the opportunity to pre-stage containers in preparation for delivery. The increased charge to collect or amend a booking for reefer containers within 1 - 2 hours provides increased and unplanned workload on Reefer Technicians and our Operations Control Team to prepare containers for delivery.

For checking the status of inbound import containers, please use the on-line 'Where's my Container' portal (link below) which provides estimated import container discharge times.

[Where's My Container \(wheresmycontainer.co.uk\)](http://wheresmycontainer.co.uk)

### What are the Peak hours?

DPW London Gateway Peak hours are: -

Mon – Fri / 04.00 – 06.59 and 12.00 - 17.59. All other timings are classed as Off-Peak hours.

Saturday and Sunday are classed as Off-Peak hours.

### Why is there a difference between Peak 1 and Peak 2?

There is a tariff difference between Peak 1 and Peak 2 as the majority of VBS bookings for Peak 1 are booked in advance – late afternoon on the previous day providing the Terminal the opportunity to pre-stack containers for collection in advance and although very busy, it allows the Automatic Stacking Cranes to undertake more productive moves which in turn provides the opportunity for more VBS slots. Peak 2 bookings have a tendency of being made with a smaller window causing additional unproductive shuffles, which can reduce the amount of VBS bookings.

### What is the charge if my driver has a Peak 2 booking but enters the Terminal in the 15 min tolerance within an off-peak time?

The actual booking time slot is chargeable, therefore, in this instance the Peak 2 booking charge - it is not the time the driver enters the Terminal.

### Why are cancellation/amendment charges increasing in cost due to notice period?

Any cancellation/amendment to a VBS booking has a cost attached as the Terminal prepares as much in advance as possible, together with the IT/Systems functionalities, however, we feel the tariff is a fair representation of the work undertaken in the time scales.

### Why do amendment and cancellation charges increase significantly with 2 hours' notice to booked VBS slot?

To maximise Terminal efficiencies, we have introduced a functionality into the Port Operating System whereby the system shuffles the VBS booked containers into odds/evens stacks linked to collection times to maximise productive automatic crane stacking moves. When late amendments/cancellations are made, the system then needs to re-shuffle the containers which takes additional moves and in cases of reefer containers, additional unplanned Reefer Technician workload.

### Will the new Banded VBS Tariff make near Port Shunting more expensive?

The VBS Banded Tariff is linked to pre-booking VBS slots and with VBS slots having a 95-minute window, 15 mins before the hour and 20 minutes after the hour, allows a large buffer for near Port Shunting not to incur additional costs.

### Will short notice spot VBS bookings be impacted?

Yes, short notice spot VBS bookings with only 1 to 2 hours' notice to collect imports will incur a higher charge due to the additional work involved in delivering the container.

### Will the new Banded VBS Tariff Structure be introduced at DPW Southampton?

The current plan is that DPW Southampton will be moving to the same CARGOES VBS platform as DPW London Gateway in late 2025/early 2026 and then will transition over to the same VBS Banded Tariff as DPW London Gateway during 2026, however, the timings are subject to change.

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Please find below other VBS related Tariff items valid until 31/08/2025

| ITEM   | CHARGE FROM 01/09/2024 - 31/08/2025              |
|--|--|
| Off-Peak Booking   | Free   |
| Peak Booking – (valid until 31/12/2024 - VBS Banded Tariff Structure will supersede this charge)                   | £5.56  |
| On the Spot Manual VBS Appointment **  | £41.20   |
| VBS Late cancellation charge △ – (valid until 31/12/2024 - VBS Banded Tariff Structure will supersede this 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 (per instance)  | £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 (valid until 31/12/2024 – VBS Banded Tariff structure will supersede this charge)

● 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 4<sup>th</sup> year the 3-year period will recommence with a higher charge for year 1 to allow for new functionality enhancements

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