



Dear Customer

5 August 2025

**DP World London Gateway – Business Landside Update, and
Annual Adjustment of Vehicle Booking System (VBS) Service Charges – 2026**

DP World London Gateway – Business Landside Update

DP World London Gateway as the fastest growing container port in the UK has seen a further increase in TEU volume through the terminal as we welcomed Gemini Asian and Middle East services in Quarter 2 of this year.

The increase in volume has provided some challenges over the last few months to both ourselves and our customers as the old alliances transitioned out and the new alliances transitioned in. Our teams have been working continuously to provide a stable, reliable and consistent operation and we are confident following the various Terminal infrastructure changes and Systems Updates that we are now on track to provide the reliable and consistent operations that our customers expect, and we would like to thank our customers for their continued support.

We have made great improvements across all areas, some of which are noted below for information.

- Berth 4 – fully operational
- Automated Yard - 39 modules fully operational
- Berth 5 – under construction – scheduled for opening summer 2027
- Phase 1 Western Rail Terminal (2 tracks) – reach stacker operation – open and continued phased operational increases from August 2025
- Western Rail Terminal (2nd Rail Terminal) – scheduled for opening 2027
- Rail Services increased from 12 to 20 daily services
- DPWUK Interport Rail Service (Southampton – London Gateway – Southampton) will be increased from 2 services per week to 4 services from 1st September 2025 and 5 services from 1st October 2025. Further details to follow.
- Construction of two additional Empty Parks – three Empty Parks in operation capable of holding 19k TEU
- Additional Yard area – Out of Gauge (OOG) and Training area relocated
- Terminal Roads – road layout changed to include new Terminal infrastructure projects
- DPW UK (London Gateway and Southampton) was awarded 'Port Company of the year' and 'Sustainability Company of the year' at this year's Multimodal awards, the logistics industry's flagship event in the UK.
- Haulier Forums continue offering a platform to present terminal developments and engage directly with haulage industry through discussions/ideas and feedback. Next haulier forum scheduled Tues 9th Sept 2025, 10.00. Further details will follow to register attendance
- **Low Carbon Truck Programme (LCTP)** - As part of our strategy to support the decarbonisation of UK inland logistics activity, we are exploring the opportunity to introduce a LCTP across DP World London Gateway and DP World Southampton. The primary objective of this initiative is to support truck operators in reducing their GHG emissions as a step change towards electrification. Truck operators who meet a predefined qualification threshold will be eligible to access Hydrotreated Vegetable Oil (HVO) at the equivalent price of conventional diesel. To receive updates about this programme please register here [DP World's Low Carbon Truck Programme](#).



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- 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.

As previously announced, we were looking to introduce a new VBS Banded Tariff Structure during Quarter 3 of this year. Due to the change in how the tariff operates, we have taken the decision to delay the implementation until Quarter 4 to provide customers stability with day-to-day Terminal operations before focusing on the workings of the new tariff.

As a reminder, the new 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.

Full details will be provided in due course, together with some 'How to' guides and associated workshops to provide an understanding of how the banded tariff is structured.

Annual adjustment of Vehicle Booking System (VBS) Service Charges

Following our regular service charge review, DP World London Gateway VBS Tariff for 2026 will come into effect from 1st January 2026 to align with our general Port Tariff review. The new VBS Banded Tariff due to be introduced in Quarter 4 will supersede the Peak Booking, Late Cancellation Charge and the Expiry charges.

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 appendix.

VBS service charges have been revised in line with the June 2025 Retail Price Index at 4.4%.

ITEM	CHARGE FROM 01/01/2026 - 31/12/2026
Off-Peak Booking	Free
Peak Booking	£5.80
On the Spot Manual VBS Appointment ^{..}	£41.76
VBS Late cancellation charge [◊]	£29.28
VBS Expiry Charge [●]	£63.90
VBS Expiry Charge - Reefer [●]	£116.19
Unauthorised Passenger in Cab	£152.83
Requested Container Turns	£40.23
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 [▫]	£43.97
Permanent Driver ID Card On-Line [◊]	£29.04
Vehicle Euro 3/4/5 Emission Charge [◊]	£52.20
Electric HGV Credit [≈]	Credit £20.00
Terminal Damage Administration Fee (<i>per instance</i>)	£290.49

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- **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**

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

Angela Bentley
Product Development Director – UK Commercial

Question and Answers

VBS - Weekend

DP World is committed to providing a smooth flow of containers to support supply chains serving the UK economy.

We want to offer customers the flexibility of collecting/delivering cargo over a 24-hr period. Weekend VBS bookings are considered non-peak and do not incur a peak charge. Our landside operations are fully open with VBS bookings free of charge over this period.

What is 'On the Spot Manual VBS Booking?

We currently have 2 main peak times in the Terminal (04.00 – 07.00 and 12.00 – 18.00) and the allocation of VBS bookings are 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 with 39 landside transfer areas. We also operate deliveries/collections via our 3 Empty Parks and other designated areas within the Terminal. VBS bookings across the Terminal and the various bookable areas are managed by our Yard and VBS Support Teams during these peak periods.

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Manual VBS booking option is available and will be considered on a case-by-case basis dependent on operations. The increased functionality now includes manual bookings within the working hour to offer customers additional flexibility.

When is a VBS Late Cancellation Charge applied?

A VBS Late Cancellation Charge is applied if the booking is cancelled within 60 minutes prior to the VBS booking start time. The reason for the tariff is our Port System will have shuffled the container as much as possible to deliver with minimal shuffles as possible. The tariff reflects the preparation work undertaken.

Why is there a higher tariff for VBS Expiry Charge for reefer import collections?

Each live reefer in the Terminal is monitored and cared for by our dedicated reefer technicians ensuring that refrigerated cargo is monitored and protected. When a VBS booking is made for a reefer import, our technicians will proceed to unplug the container, together with any other reefer containers that require shuffling for the container to be delivered to the truck. If the truck does not arrive, reefer technicians must revisit the container(s) to re-plug.

What has changed on the vehicle Euro III/IV/V emissions Tariff?

DP World has environment and sustainability at the core of our business for our customers, our people, and our society.

Trucks entering the Terminal that are Euro III, IV and V type (license plate of '63' or older) will be charged £52.20 per VBS booking.

Based on figures for the last 12 months, only a very small percentage of trucks are affected, and the small revenue generated is applied to investment in our Optical Character Recognition (OCR) infrastructure.

DP World has a net zero target of 2050, with a 2040 carbon neutrality target – which means that everything we do not manage to decarbonise through engineering solutions, we will offset through carbon credits. We have a 2030 DPW global target of 28% reduction in carbon footprint whereby we are making significant investments into equipment electrification, efficiency gains, renewable energy and R&D.

To encourage the reduction in carbon footprint, a credit of £20.00 per VBS booking when an Electric Vehicle (EV) HGV is used. The credit is awarded to the Haulage Company that made the VBS booking.

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