

5 August 2025

Dear Customer,

**DP World Southampton – Landside Business Update, and
Annual Adjustment of Vehicle Booking System (VBS) Service Charges – 1 January 2026 – 31 December 2026**

As part of our ongoing commitment to improving service delivery and operational efficiency, we are pleased to share several key developments that have taken place over the past year.

Please note that we have aligned the annual DP World Southampton VBS Tariff review with our general Port Tariff review which is now be valid from 1 January 2026 until 31 December 2026. Further details of the tariff can be found on pages 2 and 3.

DP World Southampton – Landside Business Update

- **Launch of New PreGate Area:** Our brand-new PreGate area within the newly invested Gate Complex is now fully operational. This includes the integration of Optical Character Recognition (OCR) technology for all inbound truck movements, enhancing security and efficiency.
- **Introduction of DP World Auto Gate System (AGS):** The implementation of our new AGS enables better vehicle control and management within the PreGate area, streamlining the booking and entry process.
- **New Straddle Carriers:** Fourteen (14) new Straddle Carriers have been safely delivered and have entered service this year.
- **New Quay Cranes:** The order has been placed for four new tandem Quay Cranes; these are to be delivered during 2026.
- **VBS Account Management Enhancements:** Recent improvements to the management of our Vehicle Booking System (VBS) accounts have led to improved turnaround times, better vehicle flow operating onsite, and more efficient recovery following weather-related disruptions.
- **Increased VBS Availability:** We continue to actively release additional VBS slots to support the haulage community and will maintain this approach moving forward.
- **VBS Booking Window Tolerance:** We are pleased to confirm that we have extended the VBS booking hour tolerance to 10 minutes before and 15 minutes after the booking window providing an 85 min VBS slot, this is to provide greater flexibility to our haulage customers.
- **Mandatory Driver ID Cards:** All drivers are now required to use a DP World-issued Driver ID Card in conjunction with a valid VBS booking to access the terminal. This ensures all drivers are up to date with their Terminal Awareness Course safety training.
- **Localised Driver ID Card Distribution:** To better support drivers operating away from their home depots, SOU Driver ID Cards are now issued and collected directly from the VBS Helpdesk in Southampton.

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- **Terminal Awareness Course Annual Renewal:** the mandatory annual renewal training for all operating truck drivers is in operation. This provides an opportunity to refresh safety awareness and inform drivers of any new terminal procedures or updates.
- **DPW Southampton Truck Park:** we are on schedule to open in September – further details will be sent once confirmed.
- **Haulier Engagement:** Haulier Forums continue offering a platform to present terminal developments and engage directly with representatives from the container haulage industry. Next forum is scheduled for Nov 2025. Date to be confirmed with details on how 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](#).
- 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.

These investments and initiatives are part of our broader effort to enhance terminal performance and service levels for our valued customers.

Terminal Awareness Course (TAC)

For most HGV drivers, the Terminal Annual Awareness course has begun its second year in the 3-year cycle.

It's important to note, that whilst the physical Driver ID Card is valid for 6 years in total, annual renewal training is mandatory for all drivers, to continue accessing the terminal.

We recognise that some haulage companies utilise drivers for both DP World Southampton and our sister Terminal, London Gateway on a regular basis and we are offering 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, i.e. Year 3
- To apply for the rebate, please email documented evidence of driver name, truck reg, VBS booking ref, date and time to SOUDriverID@dpworld.com.

VBS System

We will be introducing CARGOES VBS into Southampton next year which is the same VBS system currently used in our London Gateway Terminal. Further information will be shared on implementation dates.

**DP WORLD****Annual adjustment of Vehicle Booking System (VBS) Service Charges**

Following our regular service charge review, DP World Southampton VBS Tariff will come into effect from **1 January 2026 to align with our annual general Port Tariff review.**

A breakdown of all the charges is in the table 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 June 2025 RPI at 4.4%, the new VBS charges for 2026 are below.

ITEM	CHARGE FROM 01/01/2026 - 31/12/2026
Off-Peak Booking	Free
Peak Booking (04.00 – 07.00 and 12.00 – 18.00 Mon - Fri)	£10.44
Additional VBS Booking Tolerance Request ~	£18.79
VBS Premium Container Listing (per container)	£0.13
VBS Non-Conformance Charge ▯	£59.84
Passenger in cab charge	£157.41
Annual Terminal Awareness Course (3 year period) ^	Year 1: £50.00 / Year 2: £35.00 / Year 3: £35.00
Replacement Driver ID Card	£45.28
Vehicle Euro IV and Euro V Emission Charge ◇	£53.76
Electric HGV Credit ~	Credit £20.00
Terminal Damage Administration Fee (per instance)	£299.21
Terminal VBS update request ●	£18.79

~ 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 4th year the 3-year period will recommence with a higher charge for year 1 to allow for new functionality enhancements

◇ Charge for high emission vehicles

~ Electric HGV Credit – haulage company who made VBS booking will receive a maximum of 2 credits per truck per 24 hours

● Terminal VBS Update Request – Transport companies requesting Terminal/Gate Staff to manually update VBS bookings i.e. 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.

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 new Southampton Customer Service Team on – sou.customerservices@dpworld.com or call 023 80 701701.

Thank you once again for your continued support.

Yours faithfully

Angela Bentley

Product Development Director – Road Access Services – UK Commercial



Question and Answers

VBS - Weekend

Weekend VBS bookings are considered non-peak, and we would like to encourage collections and deliveries during non-peak times. We will continue 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.

VBS Peak Charges

DPW Southampton provide non-peak and peak operational hours to provide maximum and flexible access to our customers to collect/deliver containers. Peak times increase equipment and labour resource which is reflected in the peak charge.

VBS Amendments

We understand the requirement for ad hoc increased tolerances and have created the online service to manage these requests. This functionality allows hauliers to request an additional hour's tolerance on created VBS bookings via the DPW Southampton online VBS system. This is managed by the IT VBS system 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.

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 have made 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.

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, procedures, rules and regulations etc. The Driver ID Card is also an operational requirement at the new Gate Complex to enter the Terminal and activate VBS bookings.

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, i.e. Year 3. Rebate for Year 3 will be processed in Year 1 of the next cycle (Year 4).



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- To apply for the rebate, please email documented evidence of driver name, truck reg, VBS booking ref, date and time to SOUDriverID@dpworld.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 CARGOES VBS system.

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 a truck booking. Over the course of next year further details will follow.

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 £53.76 per VBS booking.

Based on figures for the last 12 months, only a 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.