

December 23, 2020

Update: Brisbane, Australia - Transport Delays

Dear Valued Customer,

Our Brisbane, Australia team is currently facing major transport delays across the state of Queensland. Operations overnight have declined, and our partners have reported waiting times at Brisbane Container Terminal (BCT) of up to 6 hours and more than 2 hours at other terminals.

Information received by our partners outlined that waiting times beyond 1 hour must be passed on to customers as carriers cannot continue to absorb the costs associated with the congestion. Carriers advise they will not accept any detention, storage, missed slots, or other costs associated with BCT or other terminal related matters, which is defined as: where the terminals do not provide access, slots, or service within 1 hour.

We are working closely with carriers to ensure wait times are not exceeded by removing vehicles from BCT and other terminals where necessary to remove futile trips, extended wait times and missed slot fees. Our team will continue to attempt to collect containers today, however, patience is appreciated as we navigate the delays.

Our teams will continue to monitor the situation, provide updates, and manage through this challenge to the best of our ability, minimising the impact to your supply chain.

Thank you for being our Valued Customer. If you have any questions or concerns regarding the notice held within, please contact your Key Account Manager or a C.H. Robinson representative.

Sincerely,
C.H. Robinson.

Our information is compiled from a number of sources that to the best of our knowledge are accurate and correct. It is always the intent of our company to present accurate information. C.H. Robinson accepts no liability or responsibility for the information published herein.

