

January 20, 2021

Auckland, New Zealand Container Congestion

Dear Valued Customer,

We continue to see the impact of unfavourable market conditions impacting Empty Container Parks (ECP's) causing congestion. Auckland container yards are running at or beyond capacity resulting in delays dehiring empty import containers efficiently.

Here are the latest updates:

- Vehicle Booking System (VBS) slots for dehiring empty containers pushing out beyond 1 week in advance in some cases.
- Depots limiting acceptance of empty dehire to matching an export empty pick-up on the same truck only.
- Truck turn-around times ranging from 30 to 120 minutes.
- Trucking companies suspending the 48-hour notice rule for empty dehires and declining any liability for detention incurred due inability to dehire empty containers.
- Depots rejecting empty dehires for containers with VBS slot bookings due over-capacity increasing exposure to detention.
- Shipping company nominated depots full resulting in more work/time to secure alternative dehire instructions from the shipping companies at the last minute increasing exposure to detention.

When necessary, C.H. Robinson will arrange for empty containers to be stored until they can be dehired - there is an associated storage cost and storage capacity is limited.

We encourage customers to provide as much notice as possible of empty container availability for dehire considering the 48-hour notice rule operated by most trucking companies has been suspended for the foreseeable future. Please be aware of the increased exposure to equipment detention as a result of current congestion conditions.

C.H. Robinson will challenge detention charges which cannot be justified with the shipping lines; however, experience indicates shipping companies will apply rigid interpretation of their detention rules regardless of the dehire circumstances and invoice accordingly.

Our teams will continue to monitor the situation, provide updates, and manage through the associated challenges 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.

