



C.H. ROBINSON

Client Advisory

January 22, 2021

Continued Quarantine Delays - Australia

Dear Valued Customer,

C.H. Robinson wish to remind our customers of the continued delays in services provided by the Department of Agriculture, Water and the Environment (the Department).

These issues include (but are not limited) to:

- Document processing time (especially for imported food shipments)
- Inspection booking availability
- Issuance of post treatment releases

The combination of waterfront industrial action causing vessel arrival delays, COVID-19, vessel bunching, vessel port omissions, high volumes of low value imports and the need to respond to incursions of Brown Marmorated Stink Bug (BMSB) and Khapra beetle was described by the Department as the “perfect storm” with acknowledgement that their existing resources are stretched, and have struggled to meet prescribed service levels over recent months.

Meetings with advocacy representatives and the Minister are currently being held in an attempt to highlight and discuss resolutions.

We remind our customers of the importance of providing import documentation as soon as available so that entries can be cleared well in advance of vessels arrival.

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