

Wednesday 24 October 2007

Dear Customer,

Ref : Thamesport – amended opening hours (receiving & delivery of containers).

Thamesport in common with other container ports in the UK has experienced considerable growth through the current year. It will not have gone unnoticed that at times, in recent weeks, a larger number of trucks have been utilising the facility. Inevitably, at such times, the truck 'turn-times' for road vehicles using the port have increased and have come under close scrutiny.

In an effort to improve the situation, we have decided to open the Main Terminal Gate on Sunday evenings enabling us to commence 'roadside operations' a little earlier thus allowing the opportunity for drivers to access the port ahead of the Monday morning surge in activity.

Additionally, the Gate 2 complex, allowing access for drivers to the Empty Container (East) Park and our Maritime Containers Services Depot, will also be opened for a longer period to allow us to process more trucks carrying empty containers, away from the Main Terminal Gate.

This letter confirms that as of Sunday 4th November 2007, the revised opening times for Thamesport are as follows:

a) Main Terminal Gate:

Sunday 2200hrs to Saturday 1345hrs – continuous.

b) Gate 2 (East Park & MCS*)

Monday 0600hrs to Saturday 1345hrs – continuous.

**Please note that the opening & closing times of Maritime Container Services (MCS) remain as daily (Monday to Friday) 0600hrs to 2200hrs with a last booking processed at Drivers Reception at 2130h.*

Further information about the 'real-time' landside status of Thamesport is available online at : www.thamesport.co.uk (see 'Haulier Information').

Yours truly,

Customer Service Department

Useful Numbers at Thamesport:

Drivers Reception – 01634 272050
Customer Service Department – 01634 273611