

DP WORLD AUSTRALIA CYBER INCIDENT - UPDATE 6 SERVICES SLOWLY RESUMING (BRISBANE/MELBOURNE/SYDNEY/FREMANTLE)

Monday, November 13, 2023

Freight & Trade Alliance (FTA) and the Australian Peak Shippers Association (APSA) have now also received notice from DP World in Fremantle, who now join Brisbane, Melbourne & Sydney in a gradual recommencement of operations:

DP World, Brisbane Terminal (05:40am) -

R&D Operations Resumed

Short Description: System testing overnight has been successful and 1-Stop manifest messaging is flowing uninterrupted to the terminal. ASC's are dispatching jobs and gates are operating.

Kiosk phones are currently down and a workaround will be put in place later today. In the meantime, staff will be patrolling the kiosks to offer assistance as required.

The terminal will be prioritising delivery of longest dwell time imports and receipt of exports for vessels in order of arrival.

Your patience is appreciated as we work through the backlog during this week. - John Geyer, DP World

DP World, West Swanson (Melbourne) Terminal (07:05am) -

Short Description: DPW WST road is open, but it is slow and we are still having ongoing issues.

Please be patient.

DP World, West Swanson (Melbourne) Terminal (07:15am) -

PLEASE DO NOT SEND EXPORT UNITS TO THE TERMINAL

Short Description: Please do not send any export boxes of any kind to the terminal.

These units are causing delays at the gates. If you have a driver here, please ask him to leave.

If you have a driver on the way, call him and tell him to return to the depot. - Michael Fogarty, DP

World

DP World, Port Botany (Sydney) Terminal (08:06am) -

R&D OPERATIONS RECOMMENCED

Short Description: The plan is IMPORTS ONLY for today, please. As we seek to restore normal service. No shows on export slots will be waived.

FFD & LFD dates have been adjusted to reflect access and unforeseen service impacts.

We are working through the emails and will respond to requests as work flows allow.

Issue Impact: Your patience is appreciated as we work through the backlog during this week.

Understand that PIA is still in place from 1300hrs today for the 7day period.

DP World, (Fremantle) Terminal (07:05am) -

R+D OPERATIONS

Short Description:

Limited R+D operations recommenced last night (Sunday 12/11) from 2200.

Import free time and Export cut offs are as per below and will be updated accordingly.

As well as existing bookings, additional slots will be made available and can be requested for FZY/CIM and DLW imports for Monday and Wednesday. We will do our utmost to accommodate your request's.

SR/SRO's – To assist truck flow through the terminal, we may adjust the start/finish times of your SR's and limits may be in place. If you have any concerns regarding SR time frames and limits, please reach out to Scott.

FZY – FFD 13/11 – LFD 17/11

CIM – FFD 13/11 – LFD 17/11

DLW – FFD 13/11 – LFD 17/11

PGC – Cut off 14/11 @ 0400

VST - Cut off 17/11 @ 1200

LEH – Cut off 19/11 @ 1200

Note – PIA as previously notified is still in place, there will be no R+D operations on Tuesday 14/11 or Thursday 16/11.

Thank you again for your continued support and understanding as we work through these disruptions.