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Toll ANL Bass Strait Shipping Pty Ltd
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Monday 2nd September 2013

Subject: Burnie Terminal Operations Procedure

Dear Customers,

Toll ANL Bass Strait Shipping provides a daily service to and from Tasmania. The terminal operations play a key role in providing this service.

The efficient operation of these terminals is important in providing our customers with efficient access to pick up and deliver freight.

Please find below important changes to apply effective October 1st 2013:

- Cargo must be picked up off the Burnie terminal on day of discharge
- Terminal Operations will be in contact with customers by 11.00am daily to confirm whether the cargo will be picked up on the day
- If it's confirmed that the cargo will not be picked up on the day (of discharge), the respective unit will be transferred to River Rd that afternoon
- Cargo delivered in on Friday, must be picked up by cob Saturday
- Cargo presented on Saturday which is subsequently discharged on Sunday can be picked up on Monday
- Cargo not collected on day of discharge will be transferred to River Road at the cost of the shipper
- A transfer charge of \$105 per unit + GST will apply
- While offsite the cargo will remain the responsibility of the consignor

This action is an important step to ensure that we continue to provide an efficient daily service moving forward.

Kind Regards,

Paul Giotas

Paul Giotas

National Sales & Marketing Manager

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