**Flex-Appointment Service**

GCT Canada is pleased to introduce expanded gate services to our Trucking partners. Based on the community's feedback, the “Flex-Appointment Service” enhances the existing appointment system by increasing gate flexibility, while preserving GCT Canada and Port Metro Vancouver's overall operating integrity.

Effective February 1st 2016, truck transactions will no longer be limited to their appointment hour (with grace period 30 minutes before and after). Truck operators will have the option to arrive at GCT Canada Terminals outside of their scheduled appointment.

**Appointments within the calendar day will be processed automatically upon arrival and will not be refused at the gate.**

Enhancement details as follows:

- Existing appointment hour with grace periods remains unchanged
- To insure fluid and prompt gate services, attendants will process all trucks upon arrival
- If the operator chooses not to utilize the flex appointment, please inform the gate attendant to discontinue transaction and exit as instructed
- This service is offered within normal gate hours
- Below table outlines the options for early/late arrivals with associated fee schedule:

<table>
<thead>
<tr>
<th>Tier</th>
<th>Description</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tier 1</td>
<td>1-15 minutes before or after grace period</td>
<td>$75</td>
</tr>
<tr>
<td>Tier 2</td>
<td>16-30 minutes before or after grace period</td>
<td>$175</td>
</tr>
<tr>
<td>Tier 3</td>
<td>31+ minutes before or after grace period</td>
<td>$375</td>
</tr>
</tbody>
</table>

*The grace period will be adjusted to account for significant delays on a case by case basis. Tier 1 begins 1 minute after the grace period ends.*

Please be reminded, transactions that do not require the Flex Appointment Service, are to arrive within the standard appointment hour, factoring in a 30 minute grace for gate processing.

This service enhancement demonstrates GCT’s committed in being leaders in innovation and to provide greater flexibility to service your business.

For further information, please contact Customer Solutions at 1 (888) 342-3385

Thank you for your continued support.