

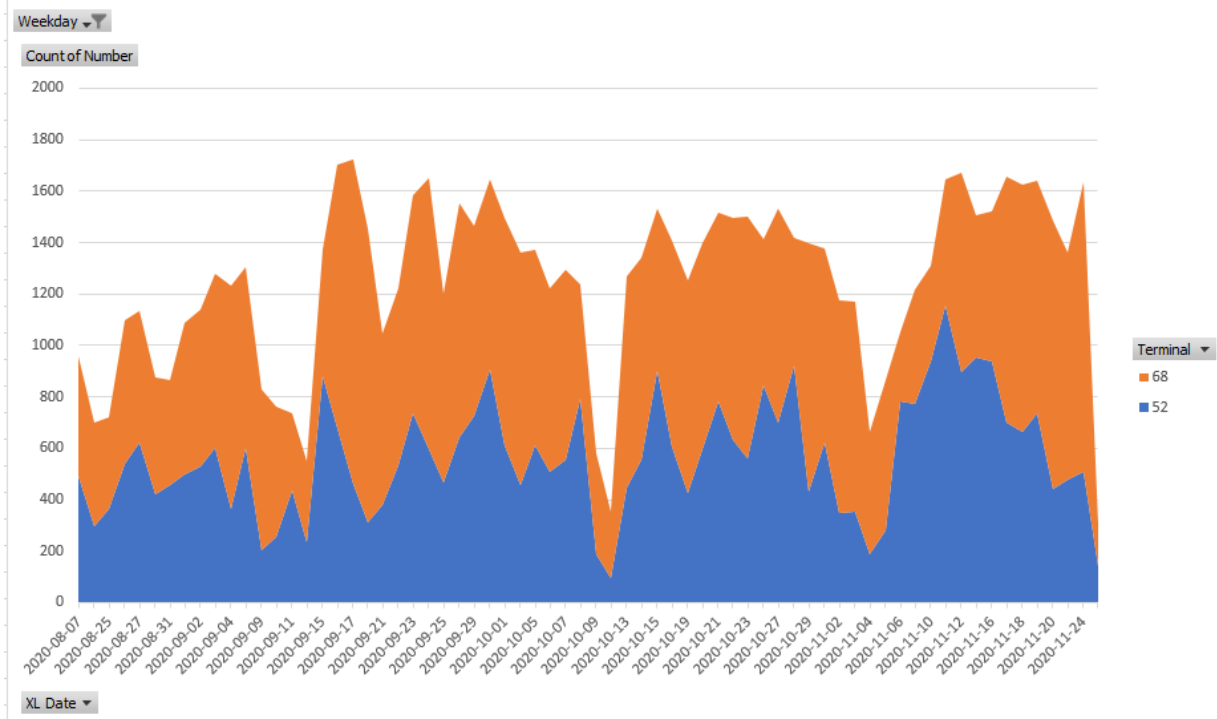
Montreal, November 26th, 2020

Subject: Termont Communication – Congestion Management

Dear partners,

You have been at the heart of the past few days' congestion experienced at the portal entrance, Port of Montreal stage 1 to access the Maisonneuve and Viau terminals. Termont would like to assure you that we are taking proactive steps to reduce the high wait time.

The wait times at the portal entrance, stage1 are mainly attributable to the increase in transactions which have significantly increased from an average of 1,000 to 1,600 per day just over the past few months.



The following actions are taken immediately to address the situation:

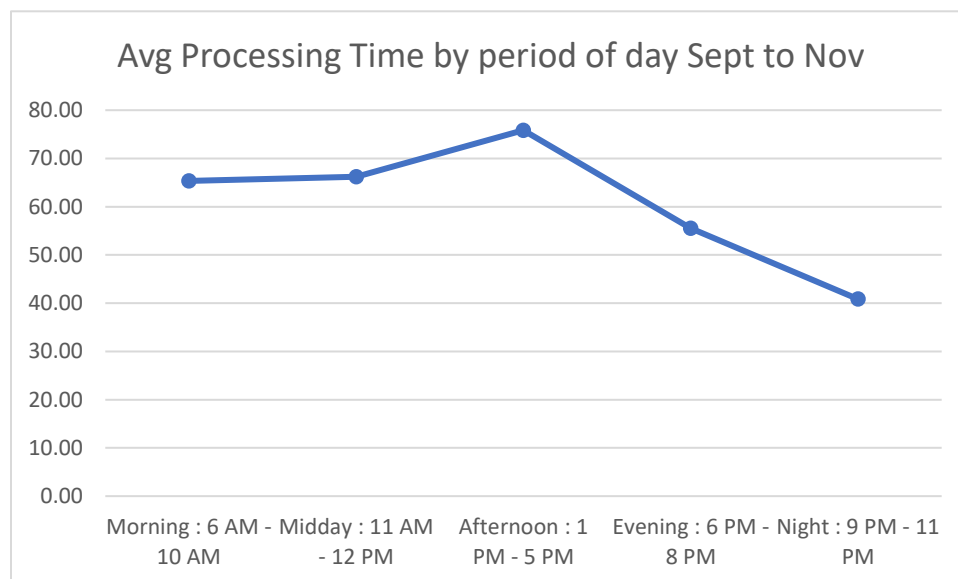
- Termont will offer a week-end gate service at both terminals Maisonneuve and Viau, **every Saturday until December 26th from 7:00 am to 3:00 pm. Import transactions and drop of empties** are the only transactions authorized to optimize operations and reduce current congestion on both terminals
- Increased presence of Termont security personnel at stage 1 entrance to assist the Port of Montreal security in their traffic management
- Starting December 2020, the opening of Viau phase II will provide the additional space required to meet the growing needs of our customers

We also ask for carriers’ and supply chain partners’ collaboration on some of these actions:

- Take advantage of the weekday time slot from 3:00 pm to 11:00 pm which is generally underutilized

Average waiting time (min) per time slot from September to November 2020

Time Slot	% of Trips	Truck Trips	Avg Processing Time
Morning : 6 AM - 10 AM	36	19,794	65.36
Midday : 11 AM - 12 PM	17	9,585	66.22
Afternoon : 1 PM - 5 PM	35	19,359	75.85
Evening : 6 PM - 8 PM	10	5,410	55.51
Night : 9 PM - 11 PM	2	911	40.84



- Truckers must register their transactions at the Portal entrance, Port of Montréal (stage 1) before 10:00 pm from Monday to Friday. No container will be received or delivered for any transaction submitted after 10:00 pm. This procedure will ensure that all truckers inside our terminals are served by operation personnel by 11:00 pm
- Provide truckers with valid terminal location, either Section 52 for Viau or Section 68 for Maisonneuve to ensure the sorting of trucks by terminal upon arrival
- In winter, truckers must clear the container free of snow to make the container number visible. This action will considerably reduce the transaction processing time at the entrance to our terminals at stage 2

We are convinced that these actions will have a positive impact on the fluidity of city trucks while waiting for other sustainable improvement initiatives to be put forward.

Feel free to [Contact our Customer Experience](#) or call 514-254-0526 for assistance.

We thank you for your support and your partnership.

L'équipe Termont

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