

## Dear Valued Customer,

In accordance with safety directives, following measures has been implemented for **leaking containers** at our Terminal

### Leaking containers procedure overview:

- A. Container detected leaking before discharge: Upon confirmation of leakage (any type of leakage, regardless of the nature of the goods), our Operational Department will discharge the affected container to the designated leakage area.
- B. Container detected in the yard: In the event of a leaking container (any type of leakage, regardless of the nature of the goods) identified within the yard, will immediate relocation to the designated leakage area is mandated, aligning with regulatory and safety imperatives.

### IMPORTANT:

The proactive approach is crucial due to the immediate inability of the terminal to ascertain the contents of a leaking container.

This rigorous protocol aligns seamlessly with the directives of the Port Authority, which explicitly prohibit the leaking of any waste - be it hazardous or non-hazardous, encompassing materials harmful, carcinogenic, infestationnal or potentially hazardous to human health - into the rainwater network. In strict adherence to these regulations, all leaking containers must be promptly relocated to the designated leakage area until the Customer confirms their contents.

This provision aims to prevent damage and safeguard the health of individuals, the environment, and property.

### Customer Notification and Follow-Up Actions:

Our Terminal Customer Service will contact you on a case-by-case basis to define appropriate actions. We may request additional information, such as the packing list and cargo photos, to assess any required interventions by our operational department including inspections by customer sworn surveyor.

### Request for Inspection:

Should you need an inspection, please submit requests at least nr. 1 business day before the scheduled inspection date. Inspections should be conducted the day before the planned loading onto the ship.

Please note that the Terminal cannot be held responsible if the Vessel Master refuses to load the container.



**Quotation and payment:**

Once the leak is successfully contained, and the container is loaded, our Customer Service will provide a comprehensive quotation, in compliance with the Contract for the Provision of Container Terminal Services.

All costs and expenses, incurred by the Terminal Operator in connection with the above activities, shall be reimbursed by the User within 15 days from the request of payment issued by the Terminal Operator.

We appreciate your immediate attention and cooperation with these safety measures.

*For any further information please contact the TAT Customer Service team:*

✓ Telephone: +(212) 5 39 30 96 47

✓ Email: [Rajaa.MORAFIK@tangeralliance.com](mailto:Rajaa.MORAFIK@tangeralliance.com)

Assuring you the best of attention, at all times.