



Tanger Alliance

APPENDIX III

VERSION 2.0 dated 20th Jan 2021

Index

1. GENERAL INFORMATION.....	4
2. SERVICES DESCRIPTION.....	4
2.1. Receipt and Delivery of Containers.....	4
2.2. Loading and Unloading of Containers to/from Ships.....	4
2.3. Transshipment of Containers.....	5
2.4. Shifting of Containers.....	5
2.5. Inspection.....	5
2.6. Container Subject to Extra Moves.....	5
2.7. Refrigerated Containers.....	5
2.8. Hazardous Container Handling and Storage.....	6
2.9. OOG Containers Handling and Storage.....	6
2.10. Uncontainerized Cargo Handling and Storage.....	6
2.11. Other Services.....	6
3. SHIP OPERATIONS.....	7
3.1. Preliminary Ship information.....	7
3.2. Ship Information for each Voyage.....	7
3.2.1 Scheduling Information.....	7
3.2.2 At the latest 36 hours before Ship's arrival.....	8
3.2.3 At the latest 24 hours before Ship's arrival.....	9
3.2.4 At the latest 12 hours before Ship's arrival.....	11
3.3. Late Arrivals.....	11
3.3.1 Late Arrival by Ship.....	11
3.3.2 Late arrivals via Road or Rail.....	11
3.4. Customs Clearance.....	12
3.5. Loading EMPTY Containers.....	12
4. RECEIPT AND DELIVERY.....	12
4.1. General Information.....	12
4.2. Export Receival Time.....	13
4.3. Receiving and Delivery Pre Notice.....	13
4.4. Pre Notice Hazardous Containers.....	13
4.5. Pre Notice Reefer Containers.....	13
4.6. Pre Notice Uncontainerized / Break Bulk Cargo.....	14
4.7. Delivery Order.....	14
4.8. Receiving and Delivery by Truck (Gate in – Gate Out).....	15
4.9. Receiving and Delivery by Rail.....	15
4.9.1 General.....	16
4.9.2 Export Information.....	16
4.9.3 Import Information.....	16
5. SEAL INSPECTION AND REPORTING.....	16
5.1. Container Seals.....	17
5.1.1 Technical Specification.....	17
5.1.2 Seal Numbers.....	17
5.1.3 Inspection and Reporting.....	17
5.1.4 Missing / Replacement Seals.....	17
5.1.5 Additional Services.....	17
6. SPECIAL CONTAINERS AND OTHER SERVICES.....	17
6.1. Hazardous Cargo.....	17

6.2. Reefer Container Additional Services	18
6.3. Uncontainerized Cargo	18
6.4. Empty Container Management	18
6.5. Transportation Empty Containers between Terminal/Inland Terminal	19
6.6. Inspections of Full Containers	19
6.7. Inspection Empty Container	19
6.8. Weighing, Labelling, Re-sealing Requests	20
6.9. Dry Sweeping of Containers	20
6.10. Mounting/Dismounting of Bundles or Mafi Bundles	20
6.11. Personnel Assistance for Survey	20
6.12. OOG Container Measuring	20
6.13. Stuffing and Stripping	20
7. EDI MESSAGES	21
8. DAMAGE AND CLAIMS	21
8.1. Damage Communication	21
8.2. Claim Communication	21
9. GENERAL INFORMATION REQUESTS	22
10. ISPS REQUIREMENTS AND SAFETY PROCEDURES, TERMINAL AREA ADMITTANCE	22
10.1. Security	22
10.2. Safety	22
11. SUMMARY OF DATA INTERCHANGE REQUIREMENTS	23
11.1. Documents to be issued by Line or Terminal Operator	23
12. EDI MESSAGES EXCHANGE	24
12.1. Contractual	24
12.2. Non-Contractual	24
13. ATTACHMENT 1 START OPERATION AND GANGS CALLING REQUIREMENT	25
14. ATTACHMENT 2: GENERAL CONDITIONS FOR DISCHARGING/LOADING IMO CARGOES	26

1. GENERAL INFORMATION

Any orders, instructions and requests received by Terminal Operator from Line, its personnel, its servants, agents or subcontractors (including Ship's Master, Agents, or multi-modal operator), with respect to the provision of Container Terminal Services, shall be considered as orders, instructions and requests of Line, unless Line clearly specifies who is authorized to send orders, instruction and requests. (See paragraph 11 Summary of Data Interchange Requirements)

The Terminal Operator only acknowledges orders, instructions and requests that are in compliance with the required Data Interchange Requirements as specified in paragraph 11 Summary of Data Interchange Requirements.

Furthermore the Terminal Operator shall recognize updated information provided and is not liable to clarify any information conflict originating from the Line.

2. SERVICES DESCRIPTION

2.1. Receipt and Delivery of Containers

For receiving or delivering of full or empty Containers to be loaded or unloaded into or from Ship, into or out of the Container Terminal on road chassis or railway wagon following services are provided.

- a) Receipt and delivery of Containers at the gatehouse and all clerical work associated with receiving/delivering.
- b) Reporting of external visible damage to Containers and preparing interchange Receipts (EIR) for such damaged Containers.
- c) Inspection of seals, wiring, and presence of CSC/ACEP plates. Reporting of Container movements into or out of the Container Terminal. Unloading Containers off chassis or railcar or loading Containers onto chassis or railcar.
- d) Acceptance of export containers strictly limited to one Ship in the same service.
- e) Working hours for receiving/delivering of Containers at the Container Terminal shall take place in accordance with paragraph 13 Attachment 1 Start Operation and Gangs Calling .

2.2. Loading and Unloading of Containers to/from Ships

For the loading and unloading of Containers, full or empty, to/from a Ship, the following services are provided:

- a) Loading or Unloading Ship plan of each Container accordingly with Line Instructions.
- b) Movement of Containers from Ship's cell/deck to wharf and vice versa
- c) Movement of Containers from wharf to stacking area and vice versa.
- d) Tallying of Containers, completing stowage plan immediately after completion of operation and reporting.
- e) Reporting of Container movements into and out of the Ship.
- f) Reporting of external visible damage to Containers while loading and unloading.
- g) Lashing or unlashng of deck Containers (material will be furnished by Line at bays where it will be used).

2.3. Transshipment of Containers:

For loading and unloading of Containers, full or empty, in transshipment from one ship to another, the following specific services are provided:

- a) Loading and unloading of Containers into/from on carrier/pre carrier Ship suitable for Container transport.
- b) Movement of Containers from stacking area to wharf and vice versa.
- c) Reporting of Container movements into and out of on carrier/pre carrier Ship.

2.4. Shifting of Containers:

Shifting Cell to Cell: Movement of Containers, full or empty, within the same bay of a Ship.

Restow: Movement of Containers, full or empty, from Ship's cell/deck to quay and restowing in Ship's cell/deck,

2.5. Inspection:

Movement of Containers for the purpose of cargo inspection by the competent authority (e.g. customs office). This movement includes extra moves and transportation to/from the inspection area. Operational procedures are described in paragraph 6.6 Inspections of Full Containers.

2.6. Container Subject to Extra Moves:

Containers are subject to extra moves once initially received and stacked in the Terminal, excluding those for cargo inspection (see 2.5 Inspection). Such extra moves may be the result of:

- a) Lack of documents/information
- b) Late arrivals if all details were not known and agreed at closing time (see also Paragraph 3.3 Late Arrivals)
- c) Change of weight-group
- d) Change of Ship;
- e) Status change, such as change of import delivery status, change from operating reefer to non-operating one or vice versa.
- f) Change of destination
- g) Shifting between Line's and leasing company's stacks
- h) Other causes, attributable to Line acts or defaults.

2.7. Refrigerated Containers

For reefer containers under refrigeration at the Container terminal, following specific services are provided:

- a) Attaching and detaching of electrical plugs of the reefer Container at the reefer stacking area.
- b) Recording and checking temperature and air ventilation status of the reefer Container every 12 or 24 hours (special or standard reefer respectively) whilst in the Container terminal and also on receiving and delivering.
- c) Reporting faults immediately on discovery to Line's representative and general co-ordination of any requirements. Operational procedures are described in paragraph 4.5 Pre Notice Reefer Containers, 6.2 Reefer Container Additional Services

2.8. Hazardous Container Handling and Storage

For Container containing Hazardous cargo, the following specific Services are provided:

- a) Yard space and facilities in accordance with regulations as specified by the local competent authority.
- b) Check at the gate of Labeling.

- c) Re-labeling or label removal on Line demand.

Operations procedures are described in paragraphs 4.4 Pre Notice Hazardous Containers, 6.1 Hazardous Cargo, 6.9 Weighing, Labeling, Re-sealing Requests, 14 Attachment 2: General Conditions for Discharging/Loading IMO Cargoes

2.9. OOG Containers Handling and Storage

For OOG Containers (container whose cargo height and/or length and/or width or damaged container structure) requiring special attachment to the spreader for their handling, i.e. over height frame, chains, slings, etc., the following specific services are provided:

- a) Yard space, mafi, handling equipment, lifting accessories, skilled labour.
- b) OOG dimensional measures and reporting on Line demand.
- c) Checking and reporting lashing and securing of containers not stuffed under Terminal Operator responsibility

Operations procedures are described in paragraphs 6.3 Uncontainerized Cargo, 6.13 OOG Container Measuring.

2.10. Uncontainerized Cargo Handling and Storage

For Uncontainerized Cargo following specific services are provided:

- a) Yard space, handling equipment up to 85t capacity, lifting accessories, skilled labour.
- b) procedures are described in paragraphs 4.6 Pre Notice

Uncontainerized / Break Bulk Cargo, 6.3 Uncontainerized Cargo

2.11. Other Services

Terminal Operator can perform additional services as specified in paragraph 6 Special Containers and Other services.

3. SHIP OPERATIONS

3.1. Preliminary Ship information

Send info to Ship Planning and Berth Planning Offices In order to ensure an efficient planning of the operations of the Terminal Operator, Line shall provide all relevant technical details, including a complete General Arrangement Plan with minimum information of “Bay, Row, Tier of each Ship well in advance of the first call of such Ship at the Container Terminal in addition to the specified information below.

SHIP INFORMATION	DIMENSIONS	CAPACITY
a) Ship’s name b) Owner c) Nationality d) Port of registry e) Official N° f) Classification society g) Type of Ship h) Call Sign i) IMO id n° (L.R. n°) j) Satellite Tel/fax k) @mail	a) L.O.A b) Breadth Moulded c) Depth Moulded d) Max. Height Above Keel e) Upper Deck Line Above Keel f) Load Line Draft g) Top Fresh h) Fresh i) Tropical j) Summer k) Winter l) International G.R.T. m) International N.R.T. n) Bow Thrusters o) Displacement (LOA>400mt) P) Air draft q) Bridge mark Others <ul style="list-style-type: none"> • Type of twist locks • Lashing system • Gearbox position 	a) Max. Container Cap (teus) b) Max. Container Cap (feus) c) Reefer Sockets d) Haz. Cargo Hold (bay): e) Max. 20’ on deck f) Max. 40’ on deck g) Max. 20’ under deck h) Max. 40’ under deck i) Max. 40’ HC under deck l) Container stack weight m) On deck 20’ – 40’ n) Under deck 20’ – 40’ o) Max 45 on Deck at Bays p) Hatch Cover Stack Weights q) Stack Weights Hold

3.2. Ship Information for each Voyage

In order to ensure an efficient planning of the operations of the Terminal Operator, Line shall inform in writing via @mail, telefax or via EDI (see paragraph 7 EDI Messages and 12 EDI messages exchange) the Terminal Operator schedule and planning information of Ships as follows:

3.2.1. Scheduling Information

Send info to Berth Planning Office
berthplanning@tangeralliance.com

3.2.1.1. Long Term (Monthly)

- a) Service/Line/owner name
- b) Container Ship’s name
- c) Voyages code
- d) Port Rotation
- e) Day of call

3.2.1.2. Weekly (7 days in advance)

- a) Service/Line/owner name
- b) Container Ship name
- c) Voyage code
- d) Crane intensity
- e) Day of call
- f) ETA (Expected time of arrival)
- g) Pre carrier Ship name and voyage number
- h) On carrier Ship name and voyage number
- i) Containers/teus quantities to be loaded, discharged and restowed.

The Line is responsible towards Terminal Operator for co-loaders timely submission of respective Cargo forecasts

3.2.1.3. At least 48 hours working before ships arrival.

Import and export stowage plan intended for the specific call on a bay, row and tier basis (Movins Instructions if available see parag. 7 EDI Messages) containing:

- a) Container type, standard, non-standard type, Reefer or /and Hazardous
- b) special Cargo remarks
- c) Restows
- d) Crane Intensity

Variations deriving from activities carried out in Mediterranean Ports to be communicated as soon as practical, no later than 24 hours.

3.2.1.4. Planning information 36 hours in advance

*Send info to Berth Planning Office
berthplanning@tangeralliance.com*

3.2.2. At the latest 36 hours before Ship's arrival

- a) ETA (Expected time of arrival) confirmation
- b) Moves Update on the expected Amount of containers for Discharging/Loading , Hazardous containers, Reefer Containers, OOG , Uncontainerized Cargo, shiftings and restows
- c) Ship Draft expected on arrival

3.2.2.1. Load in formation – loading list

*Send info to Documentation Office
documentation@tangeralliance.com*

Information shall be sent (via EDI or e-mail) to competent office, at least 36 hrs before Ship's arrival. It should contain:

- a) ID number and type of Container
- b) Line booking number
- c) size, type and weight
- d) Final Port of discharge
- e) Port of Transshipment, if any
- f) In case of Hazardous Container: IMO class, UN number (See also Paragraph 4.4 Pre Notice Hazardous Containers)

- g) In case of Reefer or insulated Containers: temperature, ventilation, humidity. settings, for Reefers Containers to be connected to the Reefer plug. (See also Paragraph 4.5 Pre Notice Reefer Containers)
- h) For Uncontainerized Cargo all relevant information to allow the terminal to safely handling such cargo (See Paragraph 6.3 Uncontainerized Cargo)

All Containers declared for loading should be compliant with all legal and customs aspects required by the local competent authority.

Should there be containers for which no clearance by the competent authority is available, the Line shall advise the Terminal Operator of this status, whereby such Containers will not be planned for loading, pending final Instructions from the Line. If no such Instructions are received from the Line, then they shall

not be loaded on board the nominated Ship, at the sole risk and responsibility of the Line. See also paragraphs 3.3.1 Late Arrival by Ship and 3.3.2 Late arrivals via Road or Rail.

3.2.2.2. Planning information 24 hours in advance

Send info to Berth Planning and Ship Planning Offices

berthplanning@tangeralliance.com

vesselplanning@tangeralliance.com

3.2.3. At the latest 24 hours before Ship's arrival

At least 24 hours before Ship's arrival, or 24 hours before start of weekend for Ships arriving on Saturdays, Sundays or holidays:

- Information update
 - a) ETA (Expected time of arrival) if changed
 - b) Amount of containers for Discharging/Loading, Hazardous containers, Reefer Containers, OOG, Uncontainerized Cargo, shiftings and restows
 - c) Ship Draft expected on arrival and departure
 - d) Security information (see paragraph 10 ISPS Requirements and Safety procedures, Terminal Area admittance)
- Import bay plan on a bay, row and tier basis (Baplie file see par. 7 EDI Messages), complete with all the vital details regarding containers on board. The following is an indication of minimum information required:
 - a) Position on board of each single container (bay, row and tier)
 - b) Container ID number, type, size and Weight of Container
 - c) Discharge port, with clear indication of container that shall be discharged by the Terminal operator, both for import and transshipment box.
 - d) Indication of containers to be shifted on board or/and restowed (a list of container to be shifted or restowed is also required)
 - e) In case of Hazardous Container: IMO class, UN number (See also Paragraph 4.4 Pre Notice Hazardous Containers)
 - f) In case of Reefer or insulated Containers: temperature, ventilation, humidity, settings, for reefers or insulated Containers to be connected to the Reefer plug. (See also Paragraph 4.5 Pre Notice Reefer Containers)
 - g) For OOG Container clear indication of over width/over length/over height
 - h) For Uncontainerized Cargo all relevant information to allow the terminal to safely handling such cargo (See Paragraph 6.3 Uncontainerized Cargo)
- Updated Export stowage plan intended for the specific call on a bay, row and tier basis complete with all the information needed by the Terminal Operator to prepare the Ship loading plan.

- a) Stow Position on board where to stow the cargo to be loaded complete with POD and weight class indication
- b) Stow Position for containers to be shifted or restowed
- c) Stow Position of Hazardous containers with full respect of the segregation rules
- d) Stow Position for Reefer containers
- e) Stow Position for OOG containers
- f) Stow position for a special remark

3.2.3.1. Special loading requirement

Send info to Ship Planning and Documentation Offices

vesselplanning@tangeralliance.com

documentation@tangeralliance.com

Special remarks such as late arrival, under deck stowage, on deck stowage, far away from hot/cold, under sea level, protected stowage etc., shall be sent 24 hours prior Ship' arrival / before the Container enters the Terminal to the Ship Documentation Office.

The message shall be sent by Lines and must contain Line booking nr., ID number, Ship, POD, weight.

In case of discrepancies between orders sent by the Line department and their agency, the instructions sent by the Line shall prevail.

3.2.3.2. Planning Resources

Send info to Berth Planning Office

berthplanning@tangeralliance.com

Adherence to the timetable paragraph 13 Attachment 1 Start Operation and Gangs Calling is vital to enable terminal to properly plan resources in accordance with agreements in force.

The Terminal Operator, in order to define the Ship working program, shall receive the following information at least 48hours before:

- ETA (Expected time of arrival)
- Loading/discharge/transshipment moves
- Number of cranes deployable according with the Ship's stowage plan and the loading/discharging sequences

The Terminal Operator shall then plan the required resources and shall provide confirmation of the Ship working programme, indicating the agreed Start/End of operations time and the Estimated Departure Time (ETD). Once the Ship working programme has been defined:

- For any amendment requiring a change of planned resources, Penal Volumes may be applied.
- For any delay in either in the arrival of a Ship or delays during the agreed Ship working programme, then idle time clause may be applied.

The berthing and unberthing time is granted to the Ships only for the time required to perform loading and discharging operation. Any time that the Ship wishes to remain alongside, will not be accepted unless previously and specifically agreed with The Terminal Operator. The Terminal Operator reserves the right to ensure that the Ship vacates the berth at Ship's expenses after completion of loading and discharging operations.

3.2.3.3. Discharge information – Discharge list

*Send info to Documentation Office
documentation@tangeralliance.com*

Information shall be sent (by EDI or e-mail) to Documentation (Ship Documentation), at least 24 hrs before Ship's arrival or 24 hrs before weekend or holidays.

It should contain:

- a) Pre carrier Container Ship name and voyage number
- b) On carrier Container Ship name and voyage number
- c) ID number and type, size and Weight of Container
- d) Final destination and Port of Destination.
- e) Means of transport and/or delivery (truck, rail, feeder)
- f) In case of Hazardous Container: IMO class, UN number (See also Paragraph 4.4 Pre Notice Hazardous Containers)
- g) In case of Reefer or insulated Containers: temperature, ventilation, humidity. Settings, for reefers or insulated Containers to be connected to the Reefer plug. (See also Paragraph 4.5 Pre Notice Reefer Containers)
- h) For Uncontainerized Cargo all relevant information to allow the terminal to safely handling such cargo (See Paragraph 6.3 Uncontainerized Cargo)

3.2.3.4. Transshipment Connection

*Send info to Berth Planning and Ship Planning Office
berthplanning@tangeralliance.com
vesselplanning@tangeralliance.com*

Transshipment Containers shall be discharged at least 12 hours before arrival of connecting Ship, unless otherwise agreed by Terminal Operator

3.2.4. At the latest 12 hours before Ship's arrival

If the time and distance from a previous port is less than 24 hours, the Line shall provide the final information (see paragraph Planning Information 24 hours in advance) no later than 12 hours prior to the scheduled arrival of a Ship. Any consequences for changes in the agreed Ship working programme shall be for the account of the Line.

3.3. Late Arrivals

3.3.1. Late Arrival by Ship:

*Send info to Ship Planning and Documentation Offices
vesselplanning@tangeralliance.com
documentation@tangeralliance.com*

The Terminal Operator may accept late arrivals already present on the final loading information (see paragraph Load Information - Loading List) sent by Line, provided that:

- a) Containers Discharged maximum 6 hrs prior to the commencement of the on carriage ships operations.
- b) Containers are customs cleared within time frame specified in paragraph 13 Attachment 1 Start Operation and Gangs Calling
- c) Specific stowage instructions are provided by Line that do not delay the agreed Ship working programme.

- d) Late containers do not exceed 1% of total number of containers planned for loading

The Terminal Operator may accept late arrivals not present on the final loading information provided by Line to connecting Ship already under operations, on case by case basis, provided that:

- a) Containers discharged are customs cleared maximum 1 hr after connection acceptance.
- b) Specific stowage instructions are provided by Line and do not delay the agreed Ship working programme.

Furthermore, Line is responsible for sending final changes to Load Information to the Terminal Operator, latest 12 hours before Ship's arrival. All Containers declared for loading should be compliant with all legal and customs aspects required by the local competent authority.

3.3.2. Late arrivals via Road or Rail

Send info to Ship Planning and Documentation Offices
vesselplanning@tangeralliance.com
documentation@tangeralliance.com
pregate@tangeralliance.com

The Terminal Operator may accept late arrivals already declared on the final loading information (see paragraph Load Information - Loading List) on a case by case basis, provided this does not interfere with the agreed Ship working programme, and may upon the Line's specific request, receive Containers bound to the nominated Ship beyond the agreed closing times, provided that:

- a) Containers are scheduled to arrive no later than 6 hours prior Ship arrival
- b) Late containers do not exceed 1% of total number of containers planned
- c) Containers are customs cleared and ready for loading within the above mentioned deadline
- d) Line request contains all data needed to enable receiving of the container into the Container Terminal
- e) Specific Stowage instructions are provided by Line and do not delay the agreed Ship working programme.
- f) Adherence to all procedures listed in Paragraph 4 "Receipt and Delivery/acceptance of export Containers"

3.4. Customs Clearance

Send info to Documentation Office
documentation@tangeralliance.com

Export Containers must be customs cleared and load ready in accordance with the Closing Time (see Attachment 1 Start Operation). Terminal Operator is not responsible for the short shipment of Containers that are not customs cleared (defined as being the time reported that the local competent authority releases the container for export). The Line acknowledges and accepts that Terminal Operator cannot load containers and cargo without this clearance as provided by applicable law and regulations

3.5. Loading EMPTY Containers

Send info to Documentation Office
documentation@tangeralliance.com

In principle, empty Containers may not be stored at the Container Terminal, except those empty Containers unloaded from and awaiting loading into Line's Ships.

Empty containers are stacked in the terminal in block stowage by size and type only.

If a particular selection of empty containers is required (i.e. equipment offhired, for sale, damaged, heavy payload, cold treatment, special pre-fix, etc.), such request shall be sent to the competent office five working

days in advance specifying the requirements.

Shifting in the yard, needed in order to accomplish with the request, may be charged.

When Containers are required to be transferred from separate stacks of segregation, requiring transport / carriage by The Terminal Operator, such requests shall be submitted two working days prior Ship's arrival.

4. RECEIPT AND DELIVERY

4.1. General Information

Line shall provide to Terminal Operator one working days' notice prior to delivering export Containers, Non-Standard Containers or Uncontainerized Cargo to (stating booking reference and/or Container number, name of Ship, destination and all other vital details) and withdrawing import Containers Non-Standard Containers or Uncontainerized Cargo from the Container Terminal, with indication of expected truck arrival time.

4.2. Export Receival Time

*Send Gate & Documentation Office
documentation@tangeralliance.com
pregate@tangeralliance.com*

Admission of Export Containers is based on the enclosed table (paragraph 13 Attachment 1 Start Operation) advising shows the closing dates and time for the acceptance of Containers. This may be amended from time to time at the sole discretion of the Terminal Operator.

4.3. Receiving and Delivery Pre Notice

*Send info to Gate & Documentation Office
documentation@tangeralliance.com
pregate@tangeralliance.com*

For Import and Export Container, the Line shall provide the Terminal via EDI or e-mail with following information at least 24 hours before container arrival:

- a) Pre carrier Ship (for Import Container)
- b) On carrier Ship (for Export Container)
- c) Booking number
- d) POD (Port of Destination)
- e) Container general data (size, type and weight)
- f) Next port of discharge

The weight should be actual gross combined total of Cargo, packaging and tare weight of the Containers in kilos.

Line is responsible for correctness and accuracy of information.

Please note Containers for which pre-acceptance booking information is missing will be not be accepted into the terminal until such time as the information is corrected / provided. Terminal Operator shall not be held responsible for incorrect information

4.4. Pre Notice Hazardous Containers

*Send info to Documentation (Ship ops) or Gate & Documentation & Yard Offices (gate ops)
yardplanning@tangeralliance.com
documentation@tangeralliance.com
pregate@tangeralliance.com*

Line's request for the acceptance or delivery of Hazardous Containers shall be sent to Gate & Documentation, at least 24 hours before container's expected arrival or withdrawal.

The message must include all relevant information:

- a) Container number, Line booking number IMO class, UN number, Flash point, Weight
- b) Pre carrier Ship name and voyage number
- c) Port of discharge
- d) On carrier Ship name and voyage number
- e) Delivery mode and time

Each booking is allocated an acceptance document by local competent authority (that may also specify a date of entrance), to enable the Container to enter the Terminal.

For transport by rail, the acceptance document must be communicated together with the train relevant information (i.e. train number, departure station, arrival station, ETA, see also paragraph 4.9 Receiving and Delivery by Rail)

Please note Containers will not be received into the terminal where an acceptance document is missing/incorrect, until such time as the information is corrected/provided. The Terminal Operator shall not be held liable for claims, errors and omissions.

Cut off time is 24 hrs before Ship's arrival. For Import and Transshipment Containers Terminal Operator may need the "Dangerous Cargo Declaration" and/or the "Special IMO Cargo List" as soon as available by the Line's agency.

4.5. Pre Notice Reefer Containers

*Send info to Documentation (Ship ops) and Reefer Office
documentation@tangeralliance.com*

For Reefer Container, the Line or designated agent (forwarders and/or Shipping Line) shall issue booking/delivery order to Terminal Operator via email to the competent office stating the following compulsory information at least 24 hours before Container delivery or withdrawal.

For Each Reefer Container a Cooling Order shall be sent directly to the competent office 24 hours before Container's arrival at Terminal and not later than 17.00 hrs, the day prior to the expected receipt at the terminal or delivery from the terminal

The Cooling Order shall contain:

- a) Line Booking number
- b) Container ID number
- c) Size and type of Container
- d) Characteristics of the Cargo
- e) Set temperature and range (Min./Max.)
- f) Ventilation and humidity setting (if required)
- g) On carrier Ship and voyage
- h) receiving/delivery mode
- i) Port of discharge

If the above is not respected container will not be accepted or delivered

Line is responsible for correctness and accuracy of information. Terminal Operator shall not be held responsible for incorrect information.

Please note Containers for which pre-acceptance booking information is missing will not be accepted into the terminal until such time as the information is corrected / provided.

For Export Reefer Containers, “cut off” time is 24 hrs before Ship’s arrival.

4.6. Pre Notice Uncontainerized / Break Bulk Cargo

*Send info to Operations Office
Operations@tangeralliance.com
Customerservice@tangeralliance.com*

Lines shall agree the date of receiving/delivery with the competent office. At least 24hrs before agreed date of receiving/delivery the Lines shall send a prenotice via e-mail, fax with specific containing:

- a) ID number provided by terminal (i.e. EGTY XXXX)
- b) Relevant identification codes (i.e. marks, labels, numbers, etc.
- c) Time of arrival

See also paragraph 6.3 Uncontainerized Cargo for quotation procedure

In case of a variation on the operations originally agreed and quoted, a complete re-evaluation process by the competent office shall be required.

Cut off time is 24 hrs before Ship’s arrival.

4.7. Delivery Order

*Send info to Gate & Documentation Office
documentation@tangeralliance.com
pregate@tangeralliance.com*

This document shall be delivered (by EDI, @mail, Fax or by hand) to the competent office not later than 17.00 hrs the day preceding the delivery of an import Container. At the same time, or immediately after the presentation of a delivery order to the competent office, the customs forwarder shall present to the Terminal Acceptance the import declaration, stating that Container has been cleared. The import Container is therefore free and delivery arrangements can be made. Note that if one of above documents is not provided, the trucker cannot enter Terminal area.

Delivery Order should contain:

- a) Name of Pre carrier Ship.
- b) Discharging date.
- c) Number of Bill Of Lading (not compulsory).
- d) Customs forwarder.
- e) Container(s) ID (or Break Bulk ID Code).
- f) Delivery Order expiring date.
- g) In case of hand delivery date and signature of Line agency representative.

4.8. Receiving and Delivery by Truck (Gate in – Gate Out)

*Send info to Gate & Documentation Office
documentation@tangeralliance.com
pregate@tangeralliance.com*

On arrival at the Terminal, the trucker shall produce at the competent office a transport document containing:

- a) Line Booking number
- b) Container ID number
- c) In case of Hazardous Container, Harbour Master' acceptance number is needed

In case of data contradictions or discrepancies between trucker's documentation and booking registration, the instructions received by the Line shall prevail.

An Equipment Interchange Receipt (EIR) will be issued at Terminal Operator Gate and one copy is given to the trucker.

The Terminal Operator will only accept Containers and Cargo for one export sailing.

If Containers entering the gate do not comply with standard requirements (including but not limited to an expired CSC plate, missing ACEP, incorrect seals and/or labels, leakage or overweight), the Terminal Operator personnel shall inform the Line. Such Containers shall be isolated at the sole risk and expense of the Line and not handled until such time as the requirements are corrected.

For import container withdrawal:

- a) A valid Delivery Order has to be issued
- b) the container must be custom cleared.

A limited number of containers may be agreed for urgent import delivery during Ship operations provided that all import procedures have been complied with.

4.9. Receiving and Delivery by Rail

*Send info to Gate & Documentation Office
documentation@tangeralliance.com
pregate@tangeralliance.com*

4.9.1. General

Yearly Forecast

Each MTO (Multi Transport Operator, intended as the subject that organizes the container transportation by train) shall send a yearly forecast concerning trains expected to arrive/departure from terminal to the competent office. Forecast should contain:

- a) Train Voyage code
- b) Days and time of arrival/departure
- c) Expected number of wagons
- d) Destination from/to

This program as well as any variation shall be agreed with Terminal Operator

Weekly Forecast

Each MTO shall confirm the weekly program giving indication of trains eventually cancelled. If there is any additional train (i.e. train not programmed in the yearly forecast), such train has to be agreed with Terminal Operator.

Daily Program

Forecast to be up-dated on daily basis for trains which are expected to arrive the day after.

4.9.2 Export Information

Before a train's departure from an Inland Terminal, MTO shall send (via EDI or fax or @mail) a detailed message concerning train composition.

The message should contain:

- a) Train departure station
- b) Train Composition: wagons id, matching Container ID/Wagon
- c) Container ID number, Weight, Size and type
- d) In case of Hazardous Container, Harbour Master' acceptance number is needed
- e) Loading Ship
- f) Line Booking number
- g) Port of discharge
- h) Line/operator

4.9.3 Import Information

MTO shall send a loading order 48 hrs in advance. Loading order should contain:

- a) ID number of Containers to be loaded onto wagons
- b) Discharging Ship
- c) Train destination
- d) Place of delivery
- e) Line/operator

A copy of train loading report will be sent to MTO, as soon as wagons are loaded.

Any change has to be communicated to Rail Planning Office by fax/by e-mail in due time.

5. SEAL INSPECTION AND REPORTING

5.1. Container Seals

Line shall affix the seal on the door on the right side

5.1.1 Technical Specification

All seals shall be in full compliance with international standard (ISO PASS 17712)
The Terminal Operator shall inspect one seal per container.

5.1.2 Seal Numbers

Line shall at all times provide the Terminal Operator with all details, against which the Terminal Operator shall verify same (Gate ops).

5.1.3 Inspection and Reporting

Receival and Delivery: Presence, integrity and seal number are inspected. Details are provided in the Gate in and Gate report sent to the Line by the Terminal operator via EDI (CODECO).

Loading/Discharging: Presence of the seal from the details provided by the Line and confirmed in the Loading/Discharge report sent to the Line by the Terminal Operator via EDI (COARRI)

5.1.4 Missing / Replacement Seals

The Terminal Operator shall replace missing/broken seals upon discovery during the inspection process.
The Terminal Operator shall inform the Line with the details of the revised seal.

5.1.5 Additional Services

Additional services may be performed as agreed from time to time between the Line and the Terminal Operator

6. SPECIAL CONTAINERS AND OTHER SERVICES

6.1. Hazardous Cargo

*Send info to Documentation Office (vsl ops) or Gate & Documentation Office (gate ops)
documentation@tangeralliance.com
pregate@tangeralliance.com*

Containers must bear on all 4 external sides the relevant labels indicating the correct IMO class of the Container. This must be reconciled with all pre-registration of booking information and documentation accompanying the container. Enclosed table (see paragraph 14 Attachment 2: General Conditions for Discharging/Loading IMO Cargoes) shows the maximum quantity of IMO Containers which can be accepted into the Container Terminal. The entrance and/or discharging of these Containers into the Terminal area must be agreed by e-mail with the Yard & Documentation Office. See paragraph 4.4 Pre Notice Hazardous Containers

Harbour Master's authorisation is needed to handle containers from/to Ship.

6.2. Reefer Container Additional Services

Send info to Reefer Dept.

The services here below can be provided only after confirmation from the competent Office.

In any case a request, inclusive of all the relevant details and information, has to be sent via @-mail or fax at least one working day preceding the required service.

Reefer Container Services:

- a) Pre-cooling
- b) PTI and Set Point Empty
- c) Set Print Empty
- d) Data Download
- e) Coordination for Reefer Container Repairs
- f) Attaching/Detaching Clip-On Units
- g) Attaching/Detaching Generator Set

6.3. Uncontainerized Cargo

*Send info to the Customer service Office
Customerservice@tangeralliance.com*

All requests regarding Uncontainerized Cargo (Break Bulk cargo) shall be sent to the Customer service by e-mail or fax. Request shall contain:

- a) Detailed technical description of Cargo and possible packing.
- b) Sketches of Cargo and associated parts, also indicating lashing and lifting points.
- c) Exact gross weight of the pieces, overall dimensions and centre of gravity
- d) Loading/Discharging (on flat rack, platform, open top or else), lifting and lashing instruction.
- e) Receiving/delivering instruction, date in which operations shall take place

- f) Name of pre and on carriage Ship,
- g) Pictures.

The competent office will confirm the request and quote costs for the operation.

The Line shall confirm its acceptance in writing and confirm the expected entrance date with the Competent Office and shall quote on all communications/documentation a unique ID/Reference Number assigned by the Terminal Operator. All communications following the acceptance of Cargo shall be sent either to Customer Service Office or to Auxiliary Services Office.

All operations concerning the receiving/delivery to/from the Container Terminal of the Cargo and its loading/dischage onto the Ship will be supervised by Terminal Operator personnel; actual time required for the loading/discharging and receiving/delivery operations will be validated by Terminal Operator personnel; a representative from the Ship or a Surveyor are invited to attend if so required by the Line.

Operation details and communications related to Shipment should also be sent to Documentation, Berth and Ship Planning office

6.4. Empty Container Management

Send info to Documentation and Yard Planning Offices

yardplanning@tangeralliance.com

documentation@tangeralliance.com

In principle, empty Containers may not be stored at the Container Terminal, except those empty Containers unloaded from and awaiting loading into Line's Ships or on train.

Empty containers are stacked in the terminal in block stowage, separated by size and type only.

Any specific segregation requirement by the Line must be communicated and agreed with the Terminal Operator at least 12hours before the arrival in terminal of the unloading Ship or prior container's Receiving and Delivery.

For any particular segregation in the yard (i.e. equipment off-hired, for sale, damaged, heavy payload, cold treatment, special pre-fix, etc.) a request shall be sent to the competent office specifying the requirements at least 12 hours before

Line acknowledges and accepts that empty Containers are delivered on random basis. In case a specific criterion of any kind is required, Line shall provide a minimum notice period of two (2) working days to the Terminal Operator.

6.5. Transportation Empty Ctrs between Terminal/Inland Terminal

(Not applicable)

6.6. Inspections of Full Containers

Send info to Gate & Documentation

documentation@tangeralliance.com

Line's agent shall send the inspection request filling the form (available on demand at the container control office) specifying if the Container is ordinary Hazardous or fumigated and send it by fax/by e-mail directly to the competent office not later than 15.30 hrs the day preceding the required Container inspection.

The Line shall declare whether or not the opening of the container may pose to any particular risk. This

should be included in the request form document.

Whether any risk exists, the opening of the container can be made only after prior control by the port chemist and in compliance with any requirements specified therein.

In case of inspection to the exterior of container or to the seal, irrespective whether full or empty, request shall be sent to competent office.

When opening any Container the Line shall provide all relevant documentation demonstrating that all the custom formalities have been performed.

Please note that inspection requests for export containers shall render such containers as not being available for loading until such time as they are cleared for loading by the local competent authority.

6.7. Inspection Empty Container

*Send info to Gate & Documentation Office
documentation@tangeralliance.com
pregate@tangeralliance.com*

The provision of inspection of empty containers shall be made by mutual agreement between The Terminal Operator and the Line and is subject to agreement on specific requirements.

6.8. Weighing, Labelling, Re-sealing Requests

*Send info to Gate & Documentation Office
documentation@tangeralliance.com
pregate@tangeralliance.com*

The Line shall send a specific request no later than 15.30 hrs the day preceding the required service.

6.9. Dry Sweeping of Containers

*Send info to Gate & Documentation Office
documentation@tangeralliance.com
pregate@tangeralliance.com*

The services here below can be provided only after confirmation from the competent office.

The Line shall send a specific request no later than 15.30 hrs the day preceding the required service.

6.10. Mounting/Dismounting of Bundles or Mafi Bundles

*Send info to Gate & Documentation Office
documentation@tangeralliance.com
pregate@tangeralliance.com*

The services here below can be provided only after confirmation from the competent office.

The Line shall send a specific request no later than 15.30 hrs the day preceding the required service.

6.11. Personnel Assistance for Survey

Send info to Security Office

The services here below can be provided only after confirmation from the competent office.

The Line shall send a specific request no later than 15.30 hrs the day preceding the required service.

6.12. OOG Container Measuring

*Send info to Gate & Documentation Office
documentation@tangeralliance.com
pregate@tangeralliance.com*

The services here below can be provided only after confirmation from the competent office.
The Line shall send a specific request no later than 15.30 hrs the day preceding the required service.

6.13. Stuffing and Stripping

*Send info to Gate & Documentation Office
documentation@tangeralliance.com
pregate@tangeralliance.com*

The services here below can be provided only after confirmation from the competent office.

The Line shall send a specific request no later than 15.30 hrs the day preceding the required service.

The Terminal operator may request to inspect the container to evaluate the operation feasibility. The Line shall request the inspection via @-mail, following the inspection procedure (see paragraph 6.6 Inspections).

Once opening container is completed, Terminal Operator will revert to Line with the eventual operation feasibility and relative economic quotation.

After Line confirm in writing via @-mail the acceptance of such quotation, he will agree with Terminal Operator a suitable time frame to carry out the Stuff/Strip operation.

When operation is completed, Terminal Operator will send a confirmation notice.

7. EDI MESSAGES

All EDI message standards shall be in compliance with UN/EDIFACT-EDI standard messages that may be found at www.smdg.org
“Documentation” Order

1. Loading List
2. Discharge List
3. Delivery order
4. Pre notice Arrival (Truck information or Combination of container wagon train arriving)
5. Release Order (Train Loading List for rail)
6. Cooling Order (Reefer)
7. Movins

If the Line is unable to comply with the above resulting in the requirement of The Terminal Operator to manually input Line data into its' systems, then The Terminal Operator reserves the right to be reimbursed for expenses incurred via a “ Missing Edifact Information “ Fee.

Each EDI message shall include the minimum data elements as described elsewhere in this Appendix II.

If any EDI messages are incomplete / incorrect resulting in the requirement of The Terminal Operator to manually correct / input Line data into its' systems, then The Terminal Operator reserves the right to be reimbursed for expenses incurred via a “ Missing Edifact Information“ Fee.



Detailed information regarding UN/EDIFACT – EDI messages are provided in attachment 4 EDI Messages exchange

8. DAMAGE AND CLAIMS

*Send info to Customer service office & Claims Office
Customerservice@tangeralliance.com
Claims@tangeralliance.com*

8.1. Damage Communication

Specific procedures shall be adhered to:

- Ship Operations: The Terminal Operator will provide for any Ship call a document (Safety Recommendation and Safety Rules) describing the relevant requirements.
- Damage during Receiving and Delivery: Any alleged loss / damage (to vehicle/railcar or container, etc) shall be immediately reported to the Terminal Operator.

The Terminal Operator shall not be responsible for damage claims that are not communicated in accordance with the above.

8.2. Claim Communication

*Send info to Customer service office
Customerservice@tangeralliance.com*

Any claim, operative and/or administrative shall be sent to the Customer Service Office by fax or by e-mail. Terminal Operator does not guarantee an answer if the claim/objection is sent or communicated to other offices.

9. GENERAL INFORMATION REQUESTS

*Send info to the Customer service Office
Customerservice@tangeralliance.com*

All general inquiries should be referred to the the Customer service Office in the first instance.

10. ISPS REQUIREMENTS AND SAFETY PROCEDURES, TERMINAL AREA ADMITTANCE

10.1. Security

The Port Facility applies a Port Facility Security Plan approved by the Designated Authority in accordance with the ISPS Code and according to the criteria applied under operating regulations of tangier Med port. The Port Facility Security Plan contains, as required by international regulations, all instructions aimed at:

- Determine in which cases a Document of Security (DoS) has to be issued
- Access Control
- Monitoring of the port facility
- Restricted Areas
- Handling of cargo
- Ship's Stores
- Security's Communications

Details of Port Facility Security Officer and his Deputy are available on the Directory.

The competent office will provide the operational information and procedures related to the items listed above, and will update the information when needed.

10.2. Safety

Terminal ensures the full respect of all legislation regarding safety and health at work.

In this context, the terminal and the customer cooperate to maintain high security standards, exchange of all vital information regarding the risk assessments, preventive measures and emergency management.

For this purpose, for each ship operated in the facility, the Terminal Operator will hand over to the Ship Master a document which contains:

- Indication of the obligations and prohibitions that crew members are required to comply with
- a check list, called the "Master Declaration", in which the Ship Master is required to give information of all the risks existing on board of the ship, to which terminal workers may be exposed while working on board.

It is understood, that in presence of risks not previously reported from the ship, the operations may eventually be suspended for the purpose of their assessment.

In case risks are present, the Terminal Operator and Ship Master shall determine and implement the most appropriate measures to eliminate or to reduce them.

11. SUMMARY OF DATA INTERCHANGE REQUIREMENTS

11.1. Documents to be issued by Line or Terminal Operator

List of information to be issued by the Terminal Operator and the Line in order to ensure efficient Terminal Operation and dispatch of Ship as outlined in the clauses of the Terminal Contract:

Document	Issued by line	Issued by terminal operator	Authorized subjects (*)
<u>Reception of containers</u>			
Booking list	X		
Receiving order	X		
Shipping order	X		
Custom documents	X		
Hazardous /Reefer /Akward documentation	X		
Interchange reception		X	
Gate movement report		X	
<u>Delivery of containers</u>			
Arrival notice (24 hours before delivery)	X		
Customs documentation	X		
Release order	X		
Interchange reception		X	
Gate movement report		X	
<u>Loading containers into ship</u>			
Stowage outline (EDI MOVINS)	X		
Final stowage plan (EDI BAPLIE)		X	
Final E.T.A notice	X		
Loading list (LOAD COPRAR)	X		
Loading summary (by line, POD, type and status)	X		
Loading confirmation (COARI)		X	
<u>Discharging containers from ship</u>			
Final E.T.A notice	X		
Ship's cargo plan (EDI BAPLIE)	X		
Manifest	X		
Discharge list (Discharge COPRAR)	X		
Discharge summary (by line, POL , type and status)	X		
Discharging confirmation (COARI)		X	

(*) This column has to be filled by the line

12. EDI MESSAGES EXCHANGE

12.1. Contractual

SHIPPLANNING		
NAME	FUNCTION	VERSION
Baplie	Bayplan	1.5-2.0-2.1
Movins	Stowage	1.5-2.0

CONTAINER MESSAGES		
NAME	FUNCTION	VERSION
Codeco	Gate IN/OUT report	1.0-1.2-1.4
Coreor	Release order	1.2-1.4
Coarri	Load/discharge report	1.2-1.4
Coprar	Load/discharge order	1.2-1.4
Coparn	Pre arrival notification (Booking)	1.2-1.4

12.2. Non contractual

VARIOUS		
NAME	FUNCTION	VERSION
Tpfrep	Performance report	2.0-3.0
Invoice	Invoice message	1.0

13. ATTACHMENT 1 START OPERATION, GANGS CALLING REQUIREMENT

START OF SHIP OPERATIONS		
DAY	SHIFT	CALLING within
Monday	07:00 – 15:00	Saturday 11.00
	15:00 – 23:00	Saturday 11.00
	23:00 – 07:00	Saturday 11.00
Tuesday	07:00 – 15:00	Monday 11.00
	15:00 – 23:00	Monday 15.00
	23:00 – 07:00	Monday 15.00
Wednesday	07:00 – 15:00	Tuesday 11.00
	15:00 – 23:00	Tuesday 15.00
	23:00 – 07:00	Tuesday 15.00
Thursday	07:00 – 15:00	Wednesday 11.00
	15:00 – 23:00	Wednesday 15.00
	23:00 – 07:00	Wednesday 15.00
Friday	07:00 – 15:00	Thursday 11.00
	15:00 – 23:00	Thursday 15.00
	23:00 – 07:00	Thursday 15.00
Saturday	07:00 – 15:00	Friday 11.00
	15:00 – 23:00	Friday 15.00
	23:00 – 07:00	Friday 15.00
Sunday	07:00 – 15:00	Saturday 11.00
	15:00 – 23:00	Saturday 11.00
	23:00 – 07:00	Saturday 11.00

Truck Gate is Open Monday to Saturday from 07:00 to 23:00

Rail Gate: Tba

14. ATTACHMENT 2: GENERAL CONDITIONS FOR DISCHARGING/LOADING IMO CARGOES

ADMISSION OF HAZARDOUS CARGO TABLE

IMO CLASS	MAX N°OF CNTRS ADMITTED	EXCLUSIONS IMDG PAGE (UN)
CLASS 1	ALLOWED Subject to special procedure* Storage not allowed	
CLASS 2.1	NO RESTRICTIONS	
CLASS 2.2	NO RESTRICTIONS	
CLASS 2.3	NO RESTRICTIONS	
CLASS 3.1	NO RESTRICTIONS	
CLASS 3.2 / 3.3	NO RESTRICTIONS	
CLASS 4.1	NO RESTRICTIONS	
CLASS 4.2	NO RESTRICTIONS	
CLASS 4.3	NO RESTRICTIONS	
CLASS 5.1	ALLOWED Subject to special procedure* Storage allowed with limited quantity	
CLASS 5.2	NO RESTRICTIONS	
CLASS 6.1	NO RESTRICTIONS	
CLASS 6.2	ALLOWED Subject to special procedure* Storage not allowed	
CLASS 7	ALLOWED Subject to special procedure* Storage not allowed	
CLASS 8	NO RESTRICTIONS	
CLASS 9	NO RESTRICTIONS	

* Special procedure as follows:

Discharge: 1st container to be discharged, directly to external truck. Its storage within the terminal is not allowed.
Load: Last container to be discharged, directly from the external truck. Its storage within the terminal is not allowed.

Shifting, restow on board are not allowed for IMO Class 1, 5.1 , 6.2 and 7.

Notice: Container must be in the terminal 4 hours before the estimated time of load with all the documentation ready.