



Port Services Manual of the Multipurpose Terminal Operation of Guayaquil Port

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Version History

Page	Date	Author	Feedback
10	30-03-2022	Operations Management Commercial Management	Added CGSApp definition
11	30-03-2022	Operations Management Commercial Management	Added Cross Docking definition:
36	30-03-2022	Operations Management Commercial Management	<p>Previously stated: For the dispatch of goods whether containerized, loose cargo and general cargo (Break Bulk), CGSA has the service of scheduled deliveries that allows the assignment of shifts for the adequate operation of delivery of goods, taking into account the following aspects:</p> <p>Actually states: For the dispatch of goods whether containerized, loose cargo and general cargo (Break Bulk), CGSA has the service of scheduled deliveries for the proper delivery operation of goods, taking into account the following aspects:</p> <p>It is added: Depending on availability, the customer chooses the available time he considers convenient to pick up his merchandise.</p> <p>The following check boxes are updated: In case that client needs to schedule break bulk general cargo dispatches, he must manage the shipment of his planning with our logistics department, the information must be sent only to the following boxes: jefesdelogistica@cgsa.com.ec; breakbulk@cgsa.com.ec; DataentryCFS@cgsa.com.ec; the request sent will be analyzed and news and confirmation will be reported.</p>
38	30-03-2022	Operations Management Commercial Management	<p>It is added: Applicable Law and Jurisdiction Unless otherwise agreed, the law applicable to the provision of the services described in this Manual by the Concessionaire is Ecuadorian legislation. Unless otherwise agreed, in case of disputes arising from the interpretation, content and</p>

			execution of this Manual and in the provision of the port service, these will be resolved by the judges and courts of the city of Guayaquil.
42	30-03-2022	Operations Management Commercial Management	Options are added to the table: CGSApp: <ul style="list-style-type: none"> • Event notifications for LCL importers • Notifications of CFS importer events • View my Requests. • Consultation of Request for Update of Company Data. • Request issuance/renewal of credential (Temporary or Permanent) • Request Access to the Terminal without Credential (Provisional Pass)
53	30-03-2022	Operations Management Commercial Management	Where it stated: Use of Tug Facilities (TMR) This service consists of making available to tugboat operators, by berthing or undocking, the infrastructure and port facilities for the provision of their services to the ships that arrive at the terminal. Now it states: Use of Tug Facilities (TMR) This service consists of making available to tug operators, the infrastructure and facilities The tugs will use for their stay in the Terminal, exclusively the docks enabled for this purpose.
61	30-03-2022	Operations Management Commercial Management	It is added: SPECIAL PORT SERVICES ZONE (ZSPE): Aggregate service provided by CGSA to its customers, which optimizes logistics in the handling of empty (refrigerated) containers, which consists of: Movement of the container to the ZSPE to its dispatch to the final customer <ul style="list-style-type: none"> • PTI • Washing • Set • Repair according to IICL standards Storage, containers are stored waiting for them to be removed by exporters for subsequent consolidation.
		Operations Management Commercial Management	
67	30-03-2022	Operations Management	Chapter 10 Table of Contents Updated

		Commercial Management	
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Introduction

This Service Manual is drafted by Contecon Guayaquil S.A. hereinafter CGSA based on the public service concession contract in the container and multipurpose terminals of the port of Guayaquil (TCM) concluded with the Port Authority of Guayaquil, on May 31, 2007, in which CGSA undertakes to provide the port services that were being provided in this Terminal by the various port operators and service companies Complementary.

This document will be public knowledge and will establish the procedures according to which customers may access the services provided in the Port Terminal, being that it does not replace or reform the operating regulations of the Port Authority of Guayaquil.

This manual is aimed at providing more information to customers and users of the Puerto Libertador Simón Bolívar de Guayaquil, ensuring their efficient use of infrastructure and a harmonious and sustainable development over time concession.

The document indicates the procedures to be applied by CGSA without prejudice to the legal attributions, regulations and other legal provisions issued by the Undersecretary of Ports, Maritime and River Transport (SPTMF), by the Port Authority of Guayaquil (APG), and by the National Customs Service of Ecuador (Customs Authority) and the other organs of the State Administration, and may be modified at any time, in order to take into account the evolution of needs in the margin of future development.

CGSA and customers will respect the procedures established in this document without prejudice to compliance with current legislation.

Chapter 1: Terms and Definitions

- **Shipping Agent:** It is the natural or legal person that represents the shipowner in the administrative, commercial and operational procedures, as well as in all the procedures related to the arrival and stay of the ship, accepting on behalf of the shipowner, the rights and obligations that correspond to him in said procedures.
- **AISV:** Export cargo entry authorization document.
- **Storage:** It means the permanence and custody inside the Terminals of the loads or goods in the courtyards, warehouses or any other enclosure or installation.
- **Storage of general non-containerized cargo in warehouses:** It will be understood as the storage of non-containerized cargo in warehouses.
- **Storage of non-containerized general cargo in special holds:** This means the storage of non-containerized cargo in special holds, intended for refrigerated cargo or dangerous goods.
- **Storage of general non-containerized cargo in yards:** It will be understood as the storage of non-containerized cargo in patios.
- **Container storage:** It will be understood as the storage of cargo in container.
- **Mooring:** It will mean the operation consisting of securing the ship to the docks of the Terminals by means of spies, strips, lines, chains, ropes or cables, including all resources and activities, terrestrial, necessary for the provision of such services.
- **Shipowner:** It is the natural or legal person who, as the transporter owner or not of the vessel, exercises the navigation of a ship at its own risk and expense.
- **Port Authority of Guayaquil or APG:** It is the port entity of public law, legal personality heritage and own funds, owner of the port and the facilities concessional and delivered in concession. It is the granting entity and will exercise control of the Concession.
- **National Port Authority:** The Sub Secretary of Ports and Maritime and River Transport, a state agency under the Ministry of Public Works, Land Transport and Ports, is considered as such. Indistinctly, this organism will also be referred to as APN.
- **Governmental Authority:** This means any organism or authority that is part of the central or institutional public administration of the executive function.

- **Ship:** Self-propelled or not, dedicated to the transport of cargo and or people. All references in this manual to ship or vessels, vessel or vessels, shall include, without exception, their owner, shipowner, charterer and/or agent.
- **Liner:** is one that sails under a determined and cyclical itinerary of calls operated by a Shipping Agency and that maintains a frequent regular service from or to the seaport (CGSA) will also be considered under this name to a ship that that same Shipping Agency places it as a replacement for the owner to cover its itinerary for any justified reason.
- **Project Cargo Ship:** it will be that vessel in which one or more packages defined as Project Cargo must be operated (loading, unloading, stowing, restowing and/or lashing).
- **Customs Authority:** it is the National Customs Service of Ecuador that, for this purpose, will be the highest authority in customs matters in this country, or the entity that legally replaces it in its functions.
- **Port Captain (Port Captaincy):** It is the Maritime Authority, whose functions are determined in the Maritime Police Code.
- **Carbon neutral:** Refers to the state in which net greenhouse gas emissions emitted into the environment are equivalent to zero.
- **Carbon neutral certification:** Document issued by the accrediting entity that certifies that Contecon Guayaquil S.A. relative to the efficient management of greenhouse gas emissions compensating it with the oxygen generation from natural reserves.
- **Loading:** it will mean taking the cargo or container from its place of Storage, moving it and placing it on a means of land transport, including all the resources and activities necessary for the provision of said service.
- **Conventional General Cargo:** it is that which is presented in solid state and that, being packed or unpacked, can be treated as a unit, whose shape, dimension and weight must not exceed 2 cubic meters or 2 tons (per unit) which allows a treatment as conventional cargo with the equipment and the basic structure of the port..

- **Unconventional General Cargo:** it is that which is presented in solid state and that, being packed or unpacked, can be treated as a unit, whose shape, dimension and weight exceed 2 cubic meters or 2 tons (per unit) which does not allow a treatment as conventional cargo with the equipment and the basic structure of the port.
- **Solid Bulk Cargo:** It is the cargo not mobilized in bags, boxes or other type of packaging, loaded without any mark or account, such as: grains, seeds, minerals and others.
- **Liquid Bulk Cargo:** It consists of the cargo that is transported in a liquid state, without containers, in tanks of the ship and in other places.
- **Project Cargo:** consists of the load whose individual weight exceeds 30 metric tons or dimensions that exceed the measurements of an ISO container of 20, 40 or 45 feet. Project Cargo will also be considered those goods that, due to their value or risk, imply the adoption of special methods and precautions for loading, unloading, handling and storage.
- **Cargo Susceptible to Heavy:** Import and export cargo that the competent authorities provide must receive the weighing service during their entry, stay and / or exit from port facilities.
- **CAS:** Exit Authorization Letter, which is issued electronically or physically by the shipping line/agency so that the container(s) can be delivered to the consignee.
- **VGM Certification:** It is the document required by the International Maritime Organization (IMO), under an amendment to the International Convention for the Safety of Life at Sea (SOLAS), which requires that the gross mass of a full container be verified before the container is loaded onto the ship. The requirement of this document is regulated by the SPTM through resolution MTOP-SPTM-2016-088-R of June 16, 2016.
- **CISE:** Integrated Exporter Services Center
- **CGSA:** It is CONTECON GUAYAQUIL S. A., concessionaire of the Port of Guayaquil.
- **CGSApp:** Traceability platform of CONTECON GUAYAQUIL S. A. that allows to visualize the events of the import and export loads to the users of the terminals in real time.
- **Concession:** It is the modality of delegation to the private initiative that is exercised by a port entity, through the granting of the right to private legal persons to occupy and exploit in a private and temporary way and under conditions of regulated exclusivity,

where appropriate, in accordance with the provisions of article 47 of the Modernization Law, a port area or land or water area and facilities of the port areas and their reserve or quarantine areas, in order to rehabilitate, improve and / or expand the areas and facilities received and use them for the provision of port or related services by delegation of the port entity, in the case of the Port Authority of Guayaquil this has concessioned its port facilities for a period of twenty (20) years.

- **Contract:** This shall be understood as the bilateral legal instrument by which APG delegates to the Concessionaire under the Concession modality, the management of the areas, infrastructures, facilities and equipment included in the scope of the Concession, under the Public Service concession regime in the Terminals and to receive the corresponding income or consideration.
- **Clients:** It is the natural or legal person who, as a result of its activity and by provision of the laws and regulations in force, requires the provision or use of the Basic Services and Special Services delegated to the Concessionaire by APG, during the term of the Contract and in the terms provided in it..
- **Container:** It is a cargo container for sea or river transport, land transport and multimodal transport. These are watertight units that protect goods from the weather and are manufactured in accordance with ISO (International Organization for Standardization).
- **Cross Docking:** Unload merchandise from an incoming truck or vehicle to load onto a vehicle or truck at the dock.
- **Custody:** It is the action of monitoring and conserving the cargo during the stay in the Terminal, in accordance with current Regulations.
- **DAE:** Customs export declaration
- **DAI:** Customs import declaration
- **DAS:** Simplified Customs Declaration.
- **Unmooring:** It will mean releasing the mooring strips, spies, ropes, or cables that secure a ship to the CGSA docks, including all resources and activities, terrestrial, necessary for the provision of such service.
- **Download:** such shall be understood as taking the cargo or container from a means of land transport, moving it and placing it in its place of Storage, including all the resources and activities necessary for the provision of said service.

- **Disembarkation:** It will mean the transfer of cargo or container from the deck or hold of a ship to the docks, and will include all the resources and activities necessary for the provision of such service.
- **Unloading:** Such shall be understood as the dismantling of the cargo or container inside the holds of a ship or on its deck, including all the resources and activities necessary for the provision of such service.
- **Dispatch:** It will mean the dispatch, verification, control and issuance of the documents that record their delivery of the cargo to the consignee or his representative, including its administration and management, the control of packaging in the case of general cargo or the control of seals and state of the container if it is cargo in containers, and all resources and activities necessary for the provision of such services.
- **Unmooring:** It will correspond to the release of the cargo or container, of the elements that secure it to the ship and will include all the resources and activities necessary for the provision of such service.
- **DJT:** Affidavit of Transportation
- **United States Dollar:** The official currency issued by the United States of America, legal tender and free circulation in the Republic of Ecuador.
- **EIR:** Equipment interchange receipt, exchange document for the reception and dispatch of containers, in which the physical observations (damage or blows) if any, are detailed.
- **Boarding:** It will mean the transfer of the cargo or container from the Terminals to the interior of the holds or deck of the ship, including all the resources and activities necessary for the provision of said service.
- **E-Pass:** Electronic door pass for import cargo clearance.
- **Stowage:** This shall be understood as the rigging of cargo or container inside the holds of a ship or on its deck, including all the resources and activities necessary for the provision of said service.
- **E.T.A. (Estimated Time of Arrival)** Estimated time of arrival of the ship to sea buoy. Estimated time of arrival at a certain point. Example sea buoy, pilot station, etc. Therefore, when reporting an ETA, reference must be made to the point indicated for this arrival.
- **E.T.B (Estimated time of berthing)** Estimated time of arrival of the ship to the dock.

- **Force Majeure:** Actions or situations that prevent port operations from being carried out in a normal manner such as natural phenomena, war conflicts, accidents of great proportions, strikes, stoppages or national emergencies qualified as such by the Port Authority of Guayaquil are defined as such.
- **Kiosk:** Self-service device for the entry and exit of heavy load.
- **List of Rates or Tariff of the Concession:** It is considered such to the set of Rates that the Concessionaire will charge for the Services provided in the Concession and that it will keep public knowledge at all times. It will contain the Basic Rates and the Special Rates.
- **Arrival at the Dock:** This designation is given at the time when a ship during the docking maneuver designated for this purpose has secured the first mooring strip to established dock.
- **Handling:** It is the movement of Cargo within the port area without including the transport service.
- **Handling Pontoons:** Movement of pontoons by request outside the stowage. This service is provided at the request of the Shipowner or his representative.
- **Cargo Manifest:** Physical or electronic document containing information regarding the means of transport, number of packages, weight and generic identification of the merchandise comprising the cargo, which must be presented to the Customs Authority, international carriers or their transport operator upon entry or exit from the country.
- **Port Services Manual:** This shall be understood as the manual prepared by the Concessionaire, in accordance with Chapter VI, paragraph forty points four and Section three of the Rules of Use of the Terminals.
- **Indicator Verification Manual:** It will mean the manual that establishes the procedures to be used to determine the indicators of quality of service in CGSA, hereinafter "Indicators", manual attached to the Concession Contract as Annex F.
- **Dangerous Goods of Direct Exit:** are those classified as: IMO 1 (Explosives); IMO 5.2 (organic peroxides); IMO 6.2 (infectious substances) and IMO 7 (Radioactive Materials).
- **Monitoring of Refrigerated Containers:** consists of monitoring the temperature of the refrigerated containers according to the client's instructions.
- **MTOP:** Ministry of Transport and Public Works.
- **Dock:** Any installation, wall, mooring or berthing and mooring facilities for ships or vessels and the spaces in it assigned for embarkation and disembarkation operations.

- **Cargo Number:** It is a unique identification number of the import cargo, which facilitates the general tracking of the goods in the Computer System of the Customs Authority. It is constituted by the MRN, sequential number of the BL Master, and in the case of BL Children, the sequential number of the BL House is added.

- **Port Operator:** It is considered such to the private legal entity that provides port services by delegation and authorization of a Port Entity. Its categorization and registration and qualification requirements are established by "Norms that Regulate Port Services in Ecuador, issued by resolution No. 60 R.O. 732 of April 13, 2016", issued by the Undersecretary of Ports and Maritime and River Transport.
- **OPB - Ship Port Operator:** It is the port operator whose specialized technical services are provided directly to the ships, facilitating access, permanence and departure from a port service area or public or private port terminals.
- **OPC - Port Cargo Operator:** It is the one that provides services that allow the management and execution of specialized technical activities for the transfer of cargo that are developed on board the ships or within a port area. The OPCs will have specialized machinery, equipment, tools and safety implements for their workers, duly trained and specialized for their handling.
- **OPP - Passenger Port Operator:** It is the one whose services allow the management and execution of specialized technical activities for the embarkation and disembarkation of passengers, in a port terminal that meets the special conditions for this purpose and for ships specialized in the transport of people.
- **OPSC - Port Operator of Related Services:** It is the one that provides Specialized and Additional Technical Services Of Support To The Ship, Cargo Or Passengers.
- **Operation for Capacity or Container Inspection:** Set of activities of Porting, emptying and filling, unloading and stowage, lashing / non-lashing of general cargo contained in a container, which by requirement of the Customs Authority or the PNA, are required to account, verify, inspect and / or recognize the cargo contained, the container or the seals.
- **Inspections requested by the Anti-Narcotics Police (PNA):** which can be Scheduled or Pre-Shipment: Pre-Shipment Anti-Narcotics inspections are carried out at the pier prior to boarding, in the presence of the representative of the shipping agency.

The PNA must proceed with the blocking of shipment of the cargo in the computer system of CGSA, once the blocking has been carried out for the cases of duly scheduled inspections, the notification of the operation is sent electronically to the client and shipping agency; for cases of Pre-Shipment inspections only to the shipping agency and exporter.

Once the cargo inspection operation by the PNA is completed, it is your responsibility to perform the shipment unlocking in the CGSA computer system.

- **Inspections requested by the customs authority, which may be physical or by non-intrusive means (X-RAYS):** For physical inspections or by non-intrusive means (X-rays) requested by the Customs Authority, formal notification will be received from this Entity, both to carry out the operation and for the authorization of shipment of the units. If the goods have not been inspected and CGSA has not received the corresponding authorization from the authority, either electronically or in formal writing, they will not be considered for shipment..
- **Operation for Capacity or Inspection of General Cargo:** It will mean the set of activities of Porting and positioning of general cargo, which by request of the Customs Authority or the PNA, are required to account, verify, inspect and / or recognize the contained cargo or packaging.
- **Port Operations:** These are the activities related to the entry, stay and exit of ships and the movement of cargo to or from ships or within the land or water spaces of the CGSA port area.
- **Vehicle Weighing:** This shall be understood as the set of weighing activities, by means of a properly calibrated scale or a scale, of trucks or other transport vehicles, with or without load, and the issuance of the documents that record or certify the registered weight, including its administration and management, and will include all the resources and activities necessary for the provision of said services.
- **Door Pass:** Only enabling document for the withdrawal of import cargo.
- **Person:** Shall mean any (i) natural person (ii) legal entity or association, including, without limitation, any company, company, partnership, joint venture, voluntary association, bank "trust" or de facto society (iii) government (including any body, or institution that is a political or administrative subdivision of it).

- **Operating Permit:** In accordance with resolution No. MTOP-SPTM-2016-0060-R of March 30, 2016, is the one granted by the Port Entities or their delegates to port operators, duly registered in the SPTMF, have complied with the pre-named Resolution, so that they can provide services for those who are authorized.
- **PNA:** Refers to the National Anti-Narcotics Police
- **Pre-Notice of Empty Container:** Notification prior to entry, which must be made by the customer of empty export containers
- **TLS Protocol:** The technical, logistical, and security protocols are documents that contain guides and guidelines for the improvement of the export logistics chain issued by the Ministry of Foreign Trade.
- **Port:** It is the set of works and infrastructure, facilities, accesses, equipment and other facilities that are on the coast, located in specific coastal marine areas, which have as their object the reception, shelter, attention, operation and dispatch of vessels and naval artifacts, as well as the reception, operation, storage, treatment, mobilization and dispatch of cargo or national and foreign goods that arrive at it by land or sea.
- **Portage:** Any transfer or transport, including any collection or disengagement, stowage or unloading in patios or warehouses, cargo or goods carried out inside the Terminals, including the resources and activities necessary for the provision of said service.
- **Electronic Collection of services provided by CGSA:** Process of electronic collection of securities, implemented in accordance with the Second General Provision of Resolution No. SENAE-DGN-2015-0941-RE of the National Customs Service of Ecuador, in which it establishes: "To optimize the payment process of all services, the payment settlement must be generated through the transactional switch available to SENAE, for which temporary deposits must be governed by the guidelines, which for this purpose are stipulated." It is important to note that this collection process involves Contecon Guayaquil S.A., the National Customs Service of Ecuador, Banred and duly authorized Financial Institutions. Therefore, customers and users of CGSA must make payments for port and temporary storage services using the Electronic Collection process in duly authorized Financial Institutions.
- **Reception:** It will mean the dispatch, verification, execution of the cargo card, control of the documents that record the collection of the cargo or container, including its administration and management, the packaging control in the case of general cargo and the preparation of the EQUIPMENT INTERCHANGE RECEIPT (EIR), control of seals and state of the

container if it is cargo in containers, and all resources and activities necessary for the provision of such services. As well as the issuance of the relevant documentation that establishes the conditions of receipt of the cargo or container.

- **Port Area:** Set of land and water spaces, which are located in a specifically defined port jurisdiction, in which the infrastructures, facilities, equipment and facilities of the port are located. It shall include, in any case, the outer line of the shelter docks, the accesses and the external areas determined for the movement and manoeuvres of ships and barges, as well as all the land spaces provided for the different services to cargo, passengers and other complementary and related activities.
- **Regulation of APG services:** It is the equivalent of the Port Operations Regulation of the Port of Guayaquil.
- **SAV:** Dry Empty Container Management Service
- **SERVICIOS:** Set of activities assumed and provided by the Concessionaire by delegation of APG and SENA E under the conditions established for the effect in the Contract. These correspond to Basic Services and Special Services.
- **Basic Services:** These are the mandatory services that are regulated through the setting of Maximum Rates by APG.
- **Disinfection Services:** It is the service provided by CONTECON GUAYAQUIL S.A., by virtue of the provisions of resolution No. 0145 of June 18, 2015, issued by the Ecuadorian Agency for Quality Assurance of Agro-AGROQUALITY.
- **Special Services:** Any service, other than the Basic Services, provided by the Concessionaire and whose Maximum Rates must be registered with APG.
- **SPTMF:** Sub-Secretary of Ports and Maritime and River Transport.
- **Terminals: Container and Multipurpose Terminals or TCM:** It will mean the Concession Area, along with the infrastructure, equipment and other assets identified in Numeral Four of the Investment and Management Project as a Concession Area. For the purposes of the Contract, the Container and Multipurpose Terminals are considered as an independent operating unit.
- **Cut OFF Terminal:** It is the date and time stipulated by the competent authorities for the export cargo of a ship to be within the port area; it must be authorized for shipment by the authorities (Customs Authority and PNA) and the control processes of the Terminal. The Terminal Cut Off is different from the Cut Off established by shipping lines or services.

- **Virtual Terminal:** Information technology platform that allows CGSA customers to make queries, various requirements and transactions without having to physically go to Puerto Libertador Simón Bolívar. The Virtual Terminal is available in www.cgsa.com.ec. To start benefiting from this platform, it is necessary to direct your request to Customer Service (email to: ec.sac@contecon.com.ec) for the granting of a username and password.
- **TEU:** It shall mean the unit equivalent to a container twenty (20) feet in length.
- **Occupation Time:** With respect to any ship, it will mean the period in which such a ship remains in CGSA, which begins at the time such a ship moors its first spy by docking CGSA and ends when the ship releases its last spy at the time of CGSA's undocking.
- **Maximum Occupancy Time:** Will mean, with respect to any ship that receives Cargo Transfer services in CGSA, the Maximum Occupancy Time with respect to such a ship, calculated in accordance with the formula established in the Indicator Verification Manual.
- **Ton:** It will mean one metric ton.
- **Tonnage:** will mean the total weight in Tons, object of the Cargo Transfer.
- **Gross Registration Tonnage:** With respect to any ship, it shall mean the volume, expressed in Registration Tons or Tonnage of one hundred cubic feet, of all the interior spaces of the ship, ship or naval device, including all spaces under the tonnage deck and the spaces permanently enclosed on said deck.
- **Transshipment:** It is considered such to the operation of disembarkation and embarkation of goods that arrive at the port and leave it by sea, without leaving the port area. It is considered to be the operation of direct transfer of cargo from one ship to another.
- **Cargo Transfer or "Ship to gate":** It will mean the set of stowage or unloading activities; Lashing or Destrinca; Embarkation or Disembarkation; Porting; Loading or Unloading to land means of transport; Reception and Dispatch, execution of cargo tarja, control of seals and will include all the resources and activities necessary for the provision of said services; it being understood that in the case of storage these services will include only the days free of charge of tariff, as stipulated for the shipment (export) or for the disembarkation (import).
Understanding, in addition, that in the case of containers that receive deconsolidation or consolidation (a) the dispatch included in this service will be only with respect to the empty container of deconsolidation and will not include the dispatch of the contained cargo and (b) that the reception included in this service will be only with respect to the empty

container of consolidation and will not include the reception of the general cargo contained therein.

- **Lashing on board:** Means the securing of the cargo or container on the ship, and will include the necessary resources and activities that according to international industry standards should be provided by the CGSA for the provision of such a service.
- **Dock Departure:** It is the moment in which a ship during the dock undocking maneuver releases the last mooring strip.
- **ZAL (ZSPE):** Logistics Support Zone - Special Port Services Zone.
- **ZEA:** Special Support Zone.

Chapter 2: Basic Services Identification

General Content

CGSA will continuously and permanently provide the following basic services:

- Use of dock by ships (TMN)
- Full Container Transfer (TTC), Ship to gate
- General Cargo Transfer (TTG), Ship to gate
- Banana Cargo Transfer (TTB), Gate to ship
- Container Storage (TAC)
- General Cargo Storage in Patios (AG1)
- Storage of Non-Containerized General Cargo in Warehouses (AG2)
- Storage of Non-Containerized General Cargo in Special Warehouses (AG3)
- Empty Container Transfer (TTV)
- Container Restocking (REE)
- Vehicle Weighing (TPE)
- Container Consolidation/Deconsolidation (CFS)
- Connection and Power to Reefers (TRF)
- Operations for Capacity or Container Inspection (AFC)

- Operations for Capacity or Inspection of Non-Containerized General Cargo (AFG)
- Container Portage (TPC)
- General Cargo Portage (TPG)
- Reception / Dispatch Containers (RDC)
- Reception / Dispatch General Cargo (RDG)
- Tugboat Facility Use Fee (TMR)

For other services to the ship, to be provided by OPB or OPSC, CGSA will use and authorize the provision of services of those companies that are authorized by APG and other control bodies of port activity.

Chapter 3: General Dispositions

The shipping line and/or its representative shall consider the following provisions.

Shipping Company and/or Representative's Obligations

1. The client must comply with all the legal and regulatory provisions governing the maritime / port activity, especially those contained in the Maritime Police Code in matters related to navigation, and must be especially responsible for the following:
 - I. Maintain adequate lighting and safe access to the vessel.
 - II. Provide a minimum crew in order to remain alert and respond to any emergency situation, as well as an optimal and safe port operation.
 - III. All crew shall undergo the Terminal's Health and Safety procedures;
1. The master of the ship shall be in command of the vessel for as long as it remains anchored in the docks or jetties in the Container Terminal, being responsible for his own safety. The captain of the ship will be responsible for any loss and / or damage that may arise from failed navigation.

The Manual considers the following provisions.

Civil Liability Insurance

The Shipping Line must contract and maintain an insurance of non-contractual civil liability of damages against third parties, including insurance of hull and machinery, environmental damages related to its ships. The Terminal may require a copy of the aforementioned insurance policy or, failing that, a certificate of insurance confirming that these insurance requirements have been met. CONTECON will have the right not to allow the berthing of those ships that have not complied with the insurance requirements described here.

Port Terminal Responsibilities

Ship

The concessionaire shall be liable for loss of or damage to any ship and its equipment to the extent that such damage is caused by its negligence or willful conduct, and where so determined by competent authority.

Containers

The dealer shall be liable only for loss of or damage to the container to the extent that such damage is caused by its negligence or willful conduct, and where it has been so determined by the competent authority.

Load

The concessionaire will be responsible for the loss or damage to the cargo stored in the Terminal up to the value declared before the competent Customs Authority, as determined by the customs law in force based on the civil and contractual liability of the concessionaire..

Indemnity

The shipping line will be responsible for any damage incurred in the Terminal (including its dock, port, defenses, mooring bits, gantry cranes, as well as other infrastructure and equipment), its customers (including other Users, Container Ships, and third parties) its employees, agents, insurers or reinsurers as a result, in connection or caused during the docking or undocking maneuvers, for reasons of incompetence or negligence of the Captain, crew and/or pilot in charge of the ship belonging to the Line, or as a result of an inappropriate berthing of the ship along the dock, or as a result of a malfunction of the machine or failure of a tugboat, and in these cases must indemnify the Terminal Operator against all claims, demands, losses, costs and expenses arising as a result of any of the aforementioned acts.

For other services to the ship, to be provided by OPB or OPSC, CGSA will use and authorize the provision of services of those companies that are authorized by APG and other control bodies of port activity. If the Customer, Carrier, Consignee of the cargo or other, causes any damage or loss to the facilities, goods or cargo under the responsibility of the concessionaire, he will indemnify the concessionaire of the Terminal against any and all responsibilities, that has incurred against the assets of the concessionaire or that are in its charge by reason of its concession contract, or of its employees, agents, insurers or reinsurers in the execution of its

concession contract and that as a result of said event the concessionaire has been declared responsible for damage or loss to the facilities, goods or cargo stored.

It is important to mention that the liability of Contecon Guayaquil S.A. is governed by national laws and in accordance with the coverage of the insurance policies that it maintains in its contract.

Basic Dispositions related to Ships

The ships, vessels that require to make use of the services provided on the berthing fronts, must be duly represented in accordance with the law.

The representatives of the Ships must formalize the request for services in accordance with the procedures established by CGSA.

The representatives of the ships may request the berthing of their ships, corresponding to CGSA the assignment of dock according to their availability.

The scheduling of the berthing of ships in the port may be altered for reasons of national defense or security, decreed by the competent authority or at the operational convenience of CGSA.

The work of mobilizing cargo on the berthing fronts will be provided in the terms defined by CGSA.

Ships' Attention

It is the Shipping Agent or duly accredited representative, who is responsible for making the request for berthing of the ships of his representation.

The Shipping Agent must communicate the E.T.A. of their ships that will arrive at the port at least five days in advance, and must be updated up to 24 hours before their arrival at the sea buoy where they must deliver the final time of arrival for the dock assignment.

Commercial vessels, smaller vessels or other vessels, attached to another vessel, shall be considered as if they were moored to the dock.

The docks are assigned by CGSA 24 hours before the arrival of the ship to the sea buoy and reserves the right to make changes until the passage or departure of the anchorage area, applying the priority of assignment of docks described in this document.

In case of disputes regarding the time of arrival at the sea buoy, the Shipping Agents will be required to present an APG certificate that accredits the respective time of arrival at the sea buoy.

Priority berthing will be given to those ships with which CGSA maintains a permanent contract/agreement for weekly, monthly or annual calls, as the case may be. For the signing of

contracts/agreements and the assignment of priorities, cargo volumes, number of calls and permanent itineraries will be taken into account.

CONTECON GUAYAQUIL can refuse the reception of ships, containers, goods damaged or that do not meet the minimum safety standards.

CGSA may refuse to handle containers or cargo that exceed the allowable weight (SWL - Safe Working Load) of the Port Operator's cargo equipment. The customer will be responsible for any damage to people, goods, equipment of the Terminal and / or third products, caused by a bad declaration of weight or false information.

Shipping Agencies must comply with customs regulations and controls and other competent authorities required prior to the arrival of the ship related to cargo, crew and passengers, otherwise CGSA may refuse the attention of the ship.

Dock Assignment Priorities

Docks 1, 1A, 1B, 1C and 2

1. Naves con contrato/acuerdo de reserva de Muelle.
2. Naves full porta contenedores.
3. Naves Multipropósito que transfieran contenedores y carga general.
4. Naves que transfieran productos perecibles.

Docks 3, 4, 5 and 6

1. Ships with dock reservation contract/agreement.
2. Ships transferring perishable products.
3. Multipurpose ships that transfer containers and general cargo.

The following vessels will have preference for dock assignment:

1. Ships on official visit.
2. Passenger ships / cruise ships.

For berthing manoeuvres, the current Safety Matrix issued by the SPTMF will be applied.

Compensation Compensation According to the arrival window established by CGSA, a ship is considered within its proforma or window when it meets the conditions established in the agreement of its proforma, among which are the following:
Arrive at the dock within three (3) hours of the arrival time established in your docking proforma.

1. Do not exceed the number of movements indicated.
2. Do not exceed the indicated draft.

With relation to the amount of container movement indicated in the operational proformas, when referring to shipping containers, this amount refers to containers that are reserved for said ship from the moment of entry into the terminal. That is, they enter CGSA either by Gate (export) or via Dock (transfers) with the assigned reference of the final vessel to be embarked.

The abandonment of the berthing dock will be requested in case of unexpected adverse events, which compromise the safety of people, port facilities, other ships docked at the docking front, or goods and the environment.

Ships that, because they are outside the proforma, have not completed operations and interfere with the operational proforma of another ship, must abandon or change their berth.

The Terminal may request the abandonment of the dock to ships that exceed the time of permanence assigned by CGSA in the docking request when it affects the berthing of ships with a dock reservation contract/agreement, the associated costs being borne by the shipowner or the shipping line.

When a ship is carrying out transfer operations at a given dock and must leave it for reasons of national defense or security, it will maintain its berthing priority when the reasons that led to its undocking disappear, unless by common agreement between the shipowner or his representative and CGSA something else is decided.

Ships without priority may opt for other CGSA docks, which could be assigned conditionally, a situation that must be accepted with defined start and end times, the ship will be subject, within that period and when agreed by the parties, in exchange for dock or docking front of the port, or go out to anchor, for which the costs of these operations will be borne by the respective shipowner or his local shipping agency.

Without prejudice to the foregoing provisions, the ship that delays the berth to the assigned dock considering a wait of 4 hours counted from its announcement of arrival at the dock, and there is a need to allocate that dock to another ship, the berthing of the latter will be authorized.

When for reasons not attributable to CGSA (lack of cargo, lack of documentation, among others) the ship does not operate for more than 4 hours, CGSA may request its undocking and / or change of dock, by its own means or assisted by tugboats, being the costs associated (including fines from Authorities) to such operation on behalf of the respective shipowner or its local agent. If, at the customer's discretion, the causes are attributable to CGSA, the respective claim may be submitted in accordance with the CGSA Claims Regulations.

Similarly, the undocking of a ship will be requested, when it needs to certify the conditions of its holds by the competent bodies, and those are not accepted. Once the conditions of the warehouses have been certified and authorized to embark by the competent bodies, the first available dock will be reassigned.

Likewise, the undocking or change of dock will be requested due to technical damage to the ship, by its own means or assisted by tugboats, being the costs associated with such operation on behalf of the respective shipowner or its local agent, being the costs associated with the shipowner or shipping line

In case of refusal by these, CGSA reserves the right to take the necessary actions for the fulfillment of this provision.

In cases of increases in cargo transfer, it or the additional shifts that are necessary will be granted, as long as the Ship Agencies request it 24 hours in advance of the end of the scheduled operations, supporting with verifiable background said increase. Such a request

may be granted at the same dock or at another alternative. When third parties are affected by this situation, they will be notified in a timely manner of the decision taken to those involved.

No shifts will be assigned for supply operations to the ships in case they affect the work programs of these or other ships.

When a ship is assigned to dock and for reasons beyond the control of CGSA withdraws from the request, said ship will have the last priority at the time of its new application. CGSA will consider as valid the cancellations that the client makes, at least twenty-four (24) hours before the scheduled shift for the operations.

The berthing request must be notified through the CGSA Virtual Terminal, through the docking request registration option.

Ship Operation Planning

CGSA will process the docking request according to the priority previously established, carrying out the care programs for which it will require, prior to the execution of the activities, the following information:

- General characteristics of the vessel
- General plan of the vessel
- Cargo manifests
- List of dangerous goods and/or special cargoes
- List of containers
- Stowage plan
- Packing list
- Others, which will be required at express request.

Note

IMO Import Cargo: If the client, whether Line and / or Shipping Agency or Consignee of the cargo, does not provide the list and manifests of dangerous goods, the client will be responsible for all the consequences that arise from the lack of information.

To verify the information about the ships, what is indicated by Lloyd's Register of Shipping will be taken into account, if the antecedent is not found in said register, a certificate of tonnage of the ship will be requested.

After processing the berthing request, CGSA will internally coordinate the provision of the service, planning the activities involved and then informing its customers of the operational processes and the estimation of the operating time.

In task planning, CGSA will allocate available resources and elements, for the purposes of load care, such as:

- Stacking areas
- Container consolidation and deconsolidation areas
- Inspection Areas / container capacity
- Electrical connections for refrigerated containers
- Equipment and qualified personnel for the operation

The allocation of resources shall be in such a way as to meet the minimum gross load transfer productivity mentioned in the Concession Contract referenced in this manual.

VGM Certification

CGSA shall comply with the cargo weighing provisions issued by the relevant control authorities.

This weighing and certificate issuance service is carried out according to Resolution No. MTOP-SPTM-2016-0088-R, which establishes the regulations for the control and certification of the verified gross mass of containers with cargo.

It is important to note that Regulation VI of the SOLAS CONVENTION does not allow a container to be shipped with a weight greater than the maximum gross mass indicated on the Safety Approval Plate.

The Terminal will not embark a container that exceeds the maximum allowed weight.

In the case of container tare, CGSA will apply the weights defined by ISO CODES.

Customers who require the services described in this manual will be subject to the rules, deadlines and fees detailed therein.

Terminal Cut Off (TCO)

The Terminal Cut off for containers will be established by CGSA, depending on the estimated time of arrival of the ship at dock (ETB) and / or the start time of operations according to the planning, established windows and considering the type of ship.*

Refrigerated Ships: The TCO is 8 hours before the shipment planning of the first container.

Other Ships: The TCO is 12 hours as detailed in the first paragraph of this section. *

1. These time limits may exceptionally be amended after coordination with the competent authorities.
2. Containers that enter after the established TCO, will not be considered for the shipment schedule; unless the following requirements are met:
3. At the time of making the AISV, select the option established to request late entry (Late Arrival), which will enable the container to enter up to a maximum of 4 hours after the TCO.
4. Except for exceptions with the proper coordination and authorization of the Shipping Line, the request for late entry (Late Arrival) must be made up to 2 hours prior to the TCO. Ingresen hasta con un máximo de 4 horas posterior al TCO.
5. Are authorized for boarding by the National Anti-Narcotics Police (who are not under the authorization to block the Authority)

Without prejudice, it should be noted that the authorization of the Late Arrival does not guarantee the shipment of the cargo.

Access Control Doors

All full/empty containers, merchandise, heavy cargo vehicles and others, which carry out some traffic within the port facilities, must comply with the rules and procedures and control record established by CGSA, during the entry and exit of the terminal, in order to safeguard security inside the port facility. It is important to indicate that CGSA has state-of-the-art computer systems which allows these records of entry and exit of load to be automated, agile and secure.

By provision of the MTOP, heavy transport vehicles must comply with the provisions of the Organic Law on Land Transport, Transit and Road Safety.

INCOME

Export cargo

For the entry of Export Cargo, once the respective AISV has been issued in the Virtual Terminal, the carrier must present the following documentation at the access control gates:

Full Containers:

- Driver's license
- In case of refrigerated cargo, you must present the temperature chart of the container.

Loose Load:

- IYPH issued by the exporter on the CGSA website
- Driver's License

In the case of the entry of dangerous cargo (IMO) that does not have the corresponding labeling or is incomplete, the individual will be notified to the Shipping Agency and CGSA will proceed to grant the corresponding service.

The customer shall be liable for any accident or damage caused by the omission or falsity of information regarding the nature of the dangerous cargo.

Export cargo receipts are recorded in the Customs Authority's computer system.

Having fulfilled all the requirements set forth above CGSA, by internal security regulations, will place a seal on all containers upon entry.

Empty referral containers

For the entry of empty containers, the following must be met:

- Empty containers must be pre-notified by the corresponding line or shipping agency in the CGSA Virtual Terminal.
- Present at the entrance the respective EIR of the Deposit, which must indicate the number of the container and the observations / physical conditions of the same if they exist.
- Driver's license

Once the above requirements have been met, CGSA will physically check the unit and affix a seal to the containers prior to entry.

Empty containers for storage (SAV Facility).

For the entry of empty containers (deposit), the following must be met:

- Perform the delivery schedule in the CGSA Virtual Terminal.
- EIR of the temporary warehouse from which the full container was removed, which must indicate the number of the container, ship, trip and the observations/physical conditions of the container if any.
- Letter of departure from the line or shipping agency with a valid date (electronic or physical).
- Driver's license.

In this case, the CGSA security seal will be placed once the physical inspection of the container has been carried out inside the Port Facility.

Empty containers for consolidation

For the entry of empty containers to consolidate in the terminal, the following must be met:

- Empty containers must be pre-notified by the corresponding line or shipping agency in the CGSA Virtual Terminal.
- Empty containers must be associated with a consolidation booking.
- EIR of the Deposit, which must indicate the number of the container and the observations/physical conditions of the same if they exist.
- Driver's license

The containers must enter completely empty without any material (absorbents, airbags, curtains, corrugated paper, etc.) inside it.

Note: all materials used by companies duly authorized to work within the terminal as service providers for consolidation, must previously undergo the controls of the authorities and inspections of the security area of the terminal.

Once the above requirements have been met, CGSA will physically check the unit and affix a seal to the containers prior to entry.

EXIT

Import Cargo

For the departure of the import cargo, the carrier must present at the access control gates, the following documentation:

- Valid Door Pass (EPass or physical) that represents the only document that authorizes the removal of the cargo.
- Credential issued by CGSA.

Any departure of import cargo is registered in the computer system of the Customs Authority.

Empty containers

Prior to the departure of empty containers, the line or shipping agency must carry out the withdrawal authorization process at the CGSA Virtual Terminal, complying with the registration of the following requirements:

- List of empty containers that will be removed.
- List of carriers and vehicles that will make the withdrawal.
- Authorization of departure from the Customs Authority, which can be requested by the Shipping Agency prior to the arrival of the ship.

For the exit of empty import containers, the carrier must present at the access control gates, the following:

- Withdrawal authorization code issued by CGSA.
- The carrier and vehicle must be registered with CGSA.

CGSApp

A real-time event notification platform that will be constantly evolving. Your users will be able to view not only events of their load but also access information and news from CGSA.

1.- ZAL exports will be able to display:

Shift issuance, ZAL depot entry, Container assignment, Security inspection, Depot exit, Entry of the full container to the terminal, Senae Inspection, Senae inspection opening, Authorized customs document, Container role, Container shipment, Carbon neutral certificate

2.- Exports will be able to visualize:

Entry of the full container to the terminal, Senae Inspection, Senae Inspection Opening, Authorized Customs Document, Container Role, Container Shipment, Carbon Neutral Certificate.

3.- FCL importers will be able to visualize:

Container unloading, Senae capacity programming, intrusive, Non-intrusive Senae capacity programming, Senae opening inspection, Senae closing inspection, Customs release, Invoice issuance, E-Pass issuance, Container shift reassignment, Container removal entry, Container dispatch.

4.- Importadores LCL podrán visualizar:
Container Unloading, Opening Record (Photographic), Closing Record (Photographic), Receive FFWW Container.

5.- Importers LCL importer will be able to visualize:

Container unloading, Opening record (photographic), Closing record (photographic), Loading opening record, Loading registration in the wreck hold by HBL, Capacity, release of cargo by senae, issuance of import invoice, E-Pass issuance, warehouse dispatch, vehicle exit from the terminal *return, Receives FFWW container.

Automatic Access – Self-Service Kiosks

CGSA has properly automated access lanes through the use of self-service kiosks on Calle H, in order to maximize operational and service efficiency, which are adapted to the needs of customers and users to carry out transactions more quickly and safely.

They are properly integrated with CGSA's computer systems and meet the highest quality standards.

For the use of the Kiosks, CGSA will provide users with electronic identification devices (TAG), subject to the commercial and security policies required by this process.

Billing

The services provided by CGSA will be paid in dollars of the United States of America, for which it will issue the respective invoice electronically or physically to customers, in which the taxes allowed and required by law will be charged.

The services provided must be paid within the deadlines to be agreed between CGSA and the clients, and must be canceled through the Electronic Collection process in the duly authorized Financial Institutions.

The Electronic Collection of Securities, establishes that the payments of the services will be made through settlements registered in the computer system of the National Customs Service of Ecuador (Ecuapass), for which there are two types:

Settlement by Invoice: It will be generated during the billing process and its numbering will appear on the sales receipt issued. The number of this settlement is composed as follows: It starts with 9025 which is the CGSA code in the Ecuapass (unique code) and the complete number of the 15-digit invoice (Example: 9025XXXXXXXXXXXXXXX)

Settlement by Advance Payment: It will be generated by the user or client in our Virtual Terminal, when the payment must be made in advance (before the issuance of the invoice) or when a revolving fund is generated. The number of this settlement is composed as follows: It starts with 9025 which is the code of CGSA in the Ecuapass (unique code), followed by a number consisting of 9 characters the last being the letter "A" (Example: 9025XXXXXXXXXA)

For the correct use and process of Electronic Collection, the respective manuals and instructions are published in our Virtual Terminal www.cgsa.com.ec

If there are settlements pending payment or compensation, it will cause automatic blockages in the CGSA billing system, which will not allow to continue with the Import or Export procedures. Any overdue invoice/settlement will be considered unpaid, and in this case CGSA may order the suspension of customer services until the amounts due are cancelled.

The non-payment of invoices within the established period, will accrue the maximum legal interest for late payment allowed by the Central Bank, in accordance with the law of the matter.

CGSA may request from customers with credit, a bank guarantee with payment on demand according to the amount of monthly billing of the same, which guarantees the payment of invoices in arrears for services rendered.

With relationship to the invoicing of loads in loose and general condition (including oversized), the unit of weight or volume will be the metric ton or the cubic meter, depending on the unit that is adopted. Fractions on measures less than one unit shall be rounded up to one tonne for units of weight, and to cubic metre for units of volume. The same criterion will apply for units of time for which the minimum to be considered is 1 hour.

For the collection of services, CGSA will carry out the respective measurements to the goods, when the volume is not indicated or is not duly registered in the Cargo Manifest. Requerimientos exigidos para el Retiro de Carga de Importación

For Import procedures; the CGSA Virtual Terminal will require; the following documentation/information:

- The Cargo Number duly authorized by the Customs Authority
- For procedures with authorizations from the Customs Authority through administrative acts, a copy of the document must be presented (Ruling).
- Letter of Authorization of Departure (CAS) (Electronic or Physical), Duly registered in our virtual terminal.
- Data of the transport company or name of the driver and license plate of the vehicle that will make the withdrawal, for the respective issuance of the door pass. This information will appear in the Door Pass and is validated in the access control gates before your entry.
- The Door Pass will only be generated by the Customs Agent/Auxiliary, Importer or person authorized by the importer to carry out the procedures.

CGSA will admit only for the removal of the cargo, to the carriers and transport companies that have previously been registered once fulfilled with all the requirements demanded in the "Port Security Manual for the Issuance of Credentials and Provisional Permits", which for this purpose will issue CGSA and publish on its website.

For the dispatch of goods whether containerized, loose cargo and general cargo (Break Bulk), CGSA has the service of scheduled deliveries for the adequate operation of delivery of goods, taking into account the following aspects:

Depending on availability, the customer chooses the available time he considers convenient to pick up his merchandise.

The chosen schedule, with its minimum and maximum time to enter CGSA, is detailed in the Door Pass, so that the client knows exactly the schedule in which he will be served.

In the event that the customer needs to reschedule the dispatch schedule of loose and containerized cargo, they can do so in advance in the virtual terminal.

In the event that the client needs to schedule break bulk general cargo dispatches, he must manage the shipment of his planning with our logistics department, the information must be sent only to the following boxes:

jefesdelogistica@cgsa.com.ec; breakbulk@cgsa.com.ec; DataentryCFS@cgsa.com.ec; the request sent will be analyzed and news and confirmation will be reported.

For cases of Direct Customs (DD) or Advance Clearance (DA), it will be verified that the corresponding customs procedure is duly authorized and the operation will be scheduled in the Customer Services area.

Export:

For the Export procedures and for the shipment of the goods, the customer must proceed as follows:

Once the AISV has been issued with its respective Settlement by Payment in the virtual terminal, the client must cancel said settlement in the duly authorized Banks in accordance with the Electronic Collection of Securities process that was detailed above in this manual, the same that is automatically registered in the CGSA systems for the respective shipment authorization.

The payment of the settlement must be made maximum 12 hours before the docking of the ship (CUTT OFF)

All goods must be duly authorised by the Customs Authority and the NAP for shipment..

For procedures with authorizations from the Customs Authority through administrative acts, a copy of the document must be presented (Ruling).

Note: All goods must be duly authorized by the Customs Authority and the PNA for shipment.

Re-embarkation/Transshipment:

For the Reshipment procedures, the customer must send to the Billing area, by email, the following documentation / information, in order to continue with the process of embarking on the goods:

- Number of bookings or containers to board.
- DAS – Reshipment or transshipment as the case may be, duly authorized for the ship and within the corresponding period.

Payment must be made 12 hours before the docking of the ship for the shipment of goods (CUT OFF).

Major Force Causes

Neither party shall be liable to the other for any loss or damage to the Cargo, container or vessel, for the delay or breach of its obligations under these General Conditions, to the extent that such delay or non-compliance is due to any fortuitous event, flood, gravity conditions, storm, storm, earthquake, epidemic, pandemic, compliance with any law, court order, rule or regulation of any governmental authority or other agency, acts of any governmental or supranational authority, national war or emergency, riots, civil commotion, acts of terrorism,

fire, explosion, heat or cold (including heat within the cargo itself and accidental exposure to natural or artificial light) criminal acts and computer viruses and other events that are not contemplated within the reasonable control of one of the parties. Similarly, in relation to work stoppages, strikes and other labor disputes of a general nature that directly affect the normal and regular activity of the concessionaire, only when these are the product of the causes detailed above. On the contrary, specific strikes of the concessionaire's activities or services, suspensions of work of the concessionaire's staff or the personnel of port operators hired by the concessionaire or its subcontractors are not considered force majeure.

Applicable Law and Jurisdiction

Unless otherwise agreed, the law applicable to the provision of the services described in this Manual by the Concessionaire is Ecuadorian legislation.

Unless otherwise agreed, in case of disputes arising from the interpretation, content and execution of this Manual and in the provision of the port service, these will be resolved by the judges and courts of Guayaquil city.

Confidentiality

The Client undertakes to maintain confidentiality about all information of a technical, commercial or financial nature, including studies, reports, records, analysis, data, books and any other documentation, that are provided on the occasion of the service provided by CGSA, and

must not disclose them in any way or when such disclosure is required in compliance with laws or legitimate orders of Ecuadorian Authorities or corresponding Government Entities. This obligation will reach all the personnel, executives, agents, shareholders and consultants of the Client each of the parties, even if they lose such quality, responding the pertinent part for the breaches of those who correspond to it.

Productivity

The Productivity of dock operations corresponds to the volume of cargo transferred (embarked and disembarked) per unit of time of the ship docked at the dock (Occupancy Time).

Productivity is expressed in containers or tons, as appropriate to the analysis, per hour and per ship.

Productivity per Ship is the volume of cargo transferred, by type of ship analyzed, divided by the Occupancy Time, discounting the non-operational time for reasons beyond the control of the Concessionaire and is determined for each ship that transfers cargo.

Table No. 1 establishes the minimum requirements and at the bottom of the table, the definitions of each ship that is controlled.

Table

Period	MINIMUM PRODUCTIVITY PER SHIP (1)					
	Nave Full Container < 150 (1)	Nave Full Container (2)	Nave Full Container 250 (3)	Nave Reefer (4)	Otras Naves (5)	Otras Naves<500 (6)
Year 1 y 2	NA	10	15	40	40	NA
Year 3 y 4		10	15	40	40	
Year 5 a 9		15	20	50	50	
Year 10 and forward		15	20	60	50	

Table Observations:

(1) Minimum Productivity per vessel shall be required for operations of more than 150 containers.

(2) Full Container ship: it is defined as that ship in which 90 % of the total cargo transferred is in containers, with less than 250 containers transferred.

(3) Full Container 250 vessel: defined as that vessel in which 90 % or more of the total cargo transferred is in containers, with 250 or more containers transferred.

(4) Reefer vessel: it is defined as that ship in which 90 % of the total load shipped corresponds to banana cargo, in boxes or palletized.

(5) Other Ships: defined as those ships that are not Full Container or Reefer Ship.

(6) The Minimum Productivity per ship shall be required for operations of more than 500 tones.

Used Resources

For the services provided by CGSA, the following resources will be available.

- Staff of Supervisors specialized in the coordination of general cargo operations, container loading, etc.
- Operators of specialized equipment (Gantry Cranes, Mobile Cranes, Container Cranes, Forklifts, Terminal Trucks, etc.). Cuadrillas de estibadores para las actividades de las operaciones que conforman los distintos servicios.
- Accessories and props suitable for the operations of the different types of cargo.
- Adequate infrastructure for the operation and storage of the load.

Cruise Reception

The following are the applicable conditions for the attention of Cruises within the Port Facility:

1. CGSA plans the "Long Range Schedule" based on the itineraries published on the web or through the information received by the Shipping Agencies where it must indicate: name of the cruise, Tour Operator (s) of the ship, date / time of arrival and departure.
2. The docking request process for this type of ship is carried out as set out in this Manual Chapter III – Attention to the Ship.
3. The operation planning of the ship is carried out as follows:

CGSA informs the Ministry of Tourism of Ecuador of the arrival of the ship so that it can convene a preparatory meeting to all the entities involved in the operation: Shipping Agencies and Tour Operators, in order to agree:

Which entities will participate in the welcome reception:

- a) Time of entry of operators, tourist buses, entities, artisans and dance groups.

The **Shipping Agency** must communicate five days before the arrival of the ship, via email to the operations management, port security and billing areas of CGSA, the list of:

1. Passengers and/or crew.
2. Passengers and/or crew members embarking and disembarking.
3. Time of entry of passengers and / or crew of embarkation and disembarkation
4. Reconfirm arrival and departure time.
5. Request the use of the building "Tourist Terminal" intended for Anti-Narcotics Inspections, baggage review, embarkation or disembarkation of passengers from the ship.
6. Carry out the requirement of internal buses for the mobilization of passengers and / or independent crew from the side of the ship to the main entrance door to the Port Facility or vice versa.

The Tour Operator together with the Tourist Transport Company are responsible for complying with the Permits and Registration of Tourist Land Transport issued by the Ministry of Tourism of Ecuador, 48 hours before the arrival of the ship must request via email to the areas of Operations And Port Security Management, the entry permits to the Port Facilities and make the payment of the Infrastructure use fee. Ejecución de la operación de traque de la nave.

1. CGSA performs Performance Evaluation Meeting (internal control)

Customer Registration Process in the Virtual Terminal

The client must register in the Virtual Terminal www.cgsa.com.ec, for the creation of the Company Administrator through the forms established by Contecon Guayaquil S. A. according to the profile of each user.

Persons, whether natural or legal, will have two types of users:

Company Administrator: Legal representative.

Company Operator: Collaborator of the company authorized to make requests.

The Company Administrator may create, update or disable Operator Users, assigning the roles according to their profile and the functions that are granted to the collaborator to access our services. The available service options are as follows

AREA	SERVICES OPTIONS
AISV	IYPH for full containers.
	IYPH for cargo to be consolidated in CGSA.
	AISV for loose cargo / banana.
	IYPH for Consolidators (Multiple DAEs)
	AISV of empty containers for export/consolidation.
	Query and print empty container notices or export
	Cancellation of empty container export/consolidation notices.
	Consultation, printing or cancellation of IYPH.
	Generation of proforma / settlement for export services.
CFS CONSOLIDATION	Consultation, printing or cancellation of proforma/liquidation
	Consultation of the DAE
	Selection of shifts for consolidation.
REEFER CONSOLIDATION	Shift Report
	Cancellation of shifts for consolidation.
	Selection of shifts for consolidation.
	Report of Shifts for consolidation.
	Cancellation of shifts for consolidation.
INQUIRIES	DAE Assignment and Assignment Reporting
	Letter of Authorization of Departure.

PERMISSIONS AND CREDENTIALS	Available shifts of containers.
	Printing inspection requirements / capacity
	Event notifications for exporters
	Event Notifications for FCL Importers
	Event Notifications for LCL Importers
	CFS Importer Event Notifications
	View my Requests.
	Consultation of Request for Update of Company Data.
	Request for Issuance/Renewal of Credential (Temporary or Permanent)
	Request Access to the Terminal without Credential (Provisional Pass).
REQUEST MANAGEMENT	Request Access to the Terminal (With Temporary Credential).
	Request for Issuance/Renewal of Vehicle Registration (Heavy or Light).
	Request Access to Previously Registered Light Vehicles.
	Consultation of Collaborating Information
	Vehicle Information Inquiry
	Administration of the Boarding List.
	Request for Correction of Export Income.
	Request for Rest / Transfer.
	IMO Labeling/Labeling Application.
	Request for Refrigerated Technical Review.
	Request for Repesaje.
	Stamp Verification Request.
	Electronic Lock Request.
	Termination of the Electronic Lock Service.

	View my requests.
	Generation and consultation of Advances.
	Compensation of Advances.
ONLINE COLLECTION	Consultation of Outstanding Balances
	Payment to Third Parties
	Consultation of Payments to Third Parties
REPORTS	Full Containers Discharge
	Full Containers Load
	Empty Containers Discharge
	Empty Containers Load
	Container Entry / Gate In
	Container Exit / Gate Out
	Refrigerated Containers (Temperature)
	Registration of docking request.
DOCKING REQUEST	
	Consult of docking request.
ZAL SHIFTS	Zal e-Pass Broadcast
	Update, cancellation, reprint e-Pass Zal
e-PASS CONTAINER	E-Pass Issuance
	Update, e-Pass reprint
e-PASS CARGA SUELTA CFS	CFS e-Pass Issue
	Update, reprint e-Pass CFS

Chapter 4: Basic Services Description

This chapter describes the services associated with the operation indicating the activities and resources that are used.

Container Consolidation and Deconsolidation (CFS)

The container consolidation service consists of arranging the operational actions and resources necessary for the filling, stowage and lashing of any type of cargo in a container, and will include the issuance of the documents that record the operation, this service in its generality consists of:

- Have an area within the port area to carry out these operations
- Receive the cargo in the established area, prior to the start of the operation as long as it has complied with the formalities of law.
- Include personnel and equipment to fill the container

The container deconsolidation service consists of all the activities of detricing, unloading and emptying, of any type of cargo that is inside a container, and will include the issuance of the documents that record the operation, this service in its generality consists of: Have an area within the port area to carry out these operations.

In relation to deconsolidated merchandise, in case of direct delivery the load can be delivered on the platform of the consignee's truck, or in case of indirect delivery, the merchandise will enter the warehouse for storage.

- The container will be received in the established area, prior to the start of the operation as long as it has complied with the formalities of law.
- Must include sufficient personnel and equipment to empty the container
- Cutting/ removal of security seals to containers.

Connection and Power to Reefers (TRF)

This service consists of the connection and disconnection of refrigerated containers to an energy source, electricity supply and monitoring, including the issuance of documents that record the operation, its administration and management, and all

the resources and activities necessary for the provision of such services. This supply may be suspended or limited in cases of force majeure or for qualified reasons.

OPERATION FOR CAPACITY OR INSPECTION OF CONTAINER (AFC) set of the activities of Porting and emptying and filling and unloading and stowage of the general cargo contained in a container, which at the request of the Customs Authority, the shipper or consignee, anti-narcotics police, Ministry of Agriculture or another User / Authority, are required to account, verify, inspect and/or recognize the contained cargo or container, including fractional cargo or bananas for export.

OPERATIONS FOR CAPACITY OR INSPECTIONS OF GOODS (AFG)

This service consists of providing the necessary facilities for the physical inspection of the merchandise arranged by the competent Authorities and includes equipment, personnel, and areas necessary to carry out the operation.

Applies to the following types of cargo: general load (AFG), or containerized (AFC)

For the latter it includes the opening of the container, partial or total deconsolidation, consolidation and sealing of the container.

VEHICLE WEIGHING (TPE)

This shall be understood as all the weighing activities, by means of a duly calibrated scale, of trucks or other transport vehicle, with or without load, and the issuance of the documents that record or certify the registered weight, including its administration and management, and will include all the resources and activities necessary for the provision of said services.

GENERAL CARGO PORTAGE (TPG) This will be understood as any transfer of cargo (not containerized) made within the Terminals.

Reception and Dispatch of General Cargo (RDG)

GENERAL CARGO RECEPTION SERVICE

It is the action of taking the general load from a means of land transport, moving it and placing it in its place of storage or collection including all the necessary resources for the provision of said services.

GENERAL CARGO DISPATCH SERVICE

It means taking the general load from its place of storage or collection to move it and place it on a means of land transport including all the necessary resources for the provision of said services. The securing or lashing of the loads on the means of transport will be the responsibility of the carrier designated by the final customer.

OPERATION FOR CAPACITY OR INSPECTION OF CONTAINER (AFC) set of the activities of Porting and emptying and filling and unloading and stowage of the general cargo contained in a container, which at the request of the Customs Authority, the shipper or consignee, anti-narcotics police, Ministry of Agriculture or another User / Authority, are required to account,

verify, inspect and/or recognize the contained cargo or container, including fractional cargo or bananas for export.

OPERATIONS FOR CAPACITY OR INSPECTIONS OF GOODS (AFG)

This service consists of providing the necessary facilities for the physical inspection of the merchandise arranged by the competent Authorities and includes equipment, personnel, and areas necessary to carry out the operation.

Applies to the following types of cargo: general load (AFG), or containerized (AFC)

For the latter it includes the opening of the container, partial or total deconsolidation, consolidation and sealing of the container.

VEHICLE WEIGHING (TPE)

This shall be understood as all the weighing activities, by means of a duly calibrated scale, of trucks or other transport vehicle, with or without load, and the issuance of the documents that record or certify the registered weight, including its administration and management, and will include all the resources and activities necessary for the provision of said services.

GENERAL CARGO PORTAGE (TPG) This will be understood as any transfer of cargo (not containerized) made within the Terminals.

Reception and Dispatch of General Cargo (RDG)

GENERAL CARGO RECEPTION SERVICE

It is the action of taking the general load from a means of land transport, moving it and placing it in its place of storage or collection including all the necessary resources for the provision of said services.

GENERAL CARGO DISPATCH SERVICE

It means taking the general load from its place of storage or collection to move it and place it on a means of land transport including all the necessary resources for the provision of said services. The securing or lashing of the loads on the means of transport will be the responsibility of the carrier designated by the final customer.

CGSA will receive or deliver the loads at the place of storage, where it will issue the document of transfer of responsibilities called the delivery/reception certificate, in which the status of the cargo will be indicated at the time of exchange.

Any general cargo that is received for both export and import must be labeled with sufficient information for its correct storage according to international standards.

Reception and Dispatch of CONTAINERS RDC

CONTAINER RECEPTION SERVICE

It is the action of taking CONTAINERS ISO measures, from a means of land transport, move it and place it in its place of storage or collection including all the necessary resources for the provision of said services.

CONTAINER DISPATCH SERVICE

It means taking the ISO measurement containers, from their place of storage or collection, moving it and placing it on a means of land transport including all the necessary resources for the provision of said services. The securing or lashing of containers on the means of transport will be the responsibility of the carrier designated by the final customer.

CGSA will receive or deliver the containers through the enabled checkpoints, where it will issue the document of transfer of responsibilities called EIR, in which the status of the unit will be indicated at the time of exchange. Dangerous cargoes will not be allowed to enter port

facilities, which, being manifested as such in the system, do not bring the corresponding signs (one per side of the container). If any of these containers are found to be missing from the checkpoint, CGSA will inform the Shipping Agency and send the container directly to the inspection area. The shipping agency or the client will pay for the label placement service.

RESTIBA VIA MUELLE

This service consists of a set of operational activities and resources necessary for the reorganization of the cargo that for operational reasons it is necessary to move it from the inside of the ship to the dock and later from the dock to the ship. This service will vary according to the loading conditions, i.e. full or empty containers; whose final landing is not the Port of Guayaquil, the issuance of the documents that record the new location or stowage plans, including its administration and management; and shall include all resources and activities necessary for the provision of such services.

RESTIBA ON BOARD

This service consists of a set of operational activities and resources necessary for the rearrangement of the cargo that for operational reasons it is necessary to mobilize on board the ship. This service will vary according to the loading conditions, that is, full or empty containers.

Storage Service (TAC, AG1, AG2, AG3)

Storage is classified for containerized cargo (TAC), general cargo in yards (AG1), general non-containerized cargo in holds (AG2), general cargo not containerized in special holds (AG3).

This consists of the cargo deposit, which is the permanence and custody service provided to the cargo that is located in the places of deposit set by CGSA until its delivery to the consignees or those who represent them, and by the storage, a service that consists of the care of the cargo during the time that it remains in the custody of CGSA.

CGSA will be responsible for the custody of the cargo, in accordance with the legislation in force from the moment it is received and until its delivery to the consignee or his representative.

As a consequence of the above, the cargo will be received by CGSA and delivered by the carrier, its agents or representatives, in conditions such that at first glance it does not demonstrate

damage or deterioration in its containers or packaging, or that evidences alteration or damage to its contents.

CGSA may repair packages in poor condition, on behalf and order of the shipowner or his representative or the consignee, and will carry out, if necessary, the repackaging in bags or other receptacles duly sealed, taking care that the marks and other signs that identify the package are visible to the naked eye.

A cargo of withdrawal or direct shipment is one considered dangerous whose storage is prohibited by the competent authorities, in addition to that contemplated in the laws and regulations in force, which due to its risk condition is prohibited from storage within the port area and also that which the Customs Authority provides for its direct withdrawal.

Dangerous goods (IMOs) will not be unloaded if the consignee or his representative has not previously complied with all the requirements demanded by the relevant authorities.

CGSA will determine the place where the cargo must be stored and will not be responsible when due to lack or insufficiency of information and / or labeling (for IMO loads), it causes damage to people, facilities or other loads; in which case the consignee/shipper/shipping lines/Consolidators/non-consolidators and/or the representative shall assume all responsibility and costs that this generates.

CGSA reserves the right to take appropriate legal action.

The maximum period of permanence of the cargo in the temporary storage will be that established in the customs legislation.

For the removal of the loads, the customs agent or his duly accredited representative must present at CGSA the respective customs documents authorized by the Customs Authority.

Banana Cargo Transfer TTB (GATE TO SHIP)

It is the set of activities that includes the unloading from means of land transport, reception, preparation for shipment, portage, shipment, stowage and lashing corresponding to the cargo of export bananas not mobilized in containers.

Regarding banana export logistics, an operation is established based on a pre-shipment project aimed at improving the operation in the docks and reducing risks.

This is how every load will go through a previous storage process or, failing that, through a cross docking process in the warehouse area.

The banana cargo that enters the terminal in boxes, must go through a palletizing service, which is excluded from the banana cargo transfer service (gate to ship)

CGSA receives daily work orders from exporters until 11hrs for shipments that start at 15hrs, 18hrs, and until 15hrs for shipments that start at 08hrs, 13hrs the next day.

General Cargo Transfer TTG (SHIP TO GATE)

It is the set of activities of stowage or unloading, lashing or non-lashing, embarkation or disembarkation, internal transport, storage, issuance of documents of reception or dispatch of general cargo, including its administration and management and will include all the resources and activities necessary for the provision of said services.

Without prejudice to the foregoing, CGSA may deliver a lower offer of services than that defined as the set of ship-to-gate transfer activities, with a fee also lower than that corresponding to the entire service.

Transfer of Full Containers TTC (SHIP TO GATE)

It is the set of activities of stowage or unloading, lashing or non-lashing, embarkation or disembarkation, internal transport, storage, issuance of documents of reception or dispatch of full containers, including its administration and management and will include all the resources and activities necessary for the provision of said services.

Without prejudice to the foregoing, CGSA may deliver a lower offer of services than that defined as the set of ship-to-gate transfer activities, with a fee also lower than that corresponding to the entire service.

Transfer of Empty Containers TTV (SHIP TO GATE)

It is the set of activities of stowage or unloading, lashing or non-lashing, embarkation or disembarkation, internal transport, storage, issuance of documents of reception or dispatch of empty containers, including its administration and management and will include all the resources and activities necessary for the provision of said services.

Internal Transport or Porting (TPC)

Such shall be understood as any transfer or transport, including collection or stockpiling, stowage or unloading in yards or warehouses, of general cargo (TPG) or container (TPC) carried out inside the Terminal, including all the resources and activities necessary for the provision of said service.

Use of Tug Facilities (TMR)

This service consists of making available to tug operators, the infrastructure and facilities The tugs will use for their stay in the Terminal, exclusively the docks enabled for this purpose.

Use of Docks by Ships (TMN)

This service consists of the use of the docks, apron and facilities of a CGSA site for the attention of a ship, vessel or naval device requested by the Shipowners, Ship Agents or their representatives.

- **MOORING AND UNMOORING TO MEANS OF LAND TRANSPORT (SO O 0003):** It consists of the provision of trained personnel with necessary security elements in accordance with the safety standards of CGSA and light tools to tie, unmoor, incarnate and uncarved the load from its means of transport. It does not include the provision of materials.
- **STORAGE EMPTY CONTAINERS (SS C 0001):** It consists of the permanence of the cargo under the custody of CGSA, when it provides the service in the enclosures enabled for this purpose. CGSA will be responsible for the custody of empty containers, in accordance with current legislation from the moment it is received and until its delivery in the same way to the Consignee or his representative.
- **STORAGE CONTAINERS TRANSSHIPMENT (SS C 0001):** It consists of the permanence of the cargo under the custody of CGSA, when it provides the service in the enclosures enabled for this purpose. CGSA will be responsible for the custody of the Transshipment containers, in accordance with the legislation in force from the moment it is received and until its delivery in the same way to the carrier or its representative.
- **STORAGE OF UNCONVENTIONAL GENERAL CARGO IN PATIOS (SS N 0001):** It consists of the permanence and custody of the unconventional general load in the patios. CGSA will be responsible for the custody of said cargo, in accordance with current legislation from the moment it is received and until its delivery in the same way, to the Consignee or his representative.
- **STORAGE OF UNCONVENTIONAL GENERAL CARGO IN WAREHOUSES (SS N 0002):** It consists of the permanence and custody of the unconventional general cargo in the warehouses according to the requirement of the type of cargo. CGSA will be responsible for the custody of said cargo, in accordance with current legislation from the moment it is received and until its delivery in the same way, to the Consignee or his representative.
- **STORAGE OF UNCONVENTIONAL GENERAL CARGO IN SPECIAL HOLDS (SS N 0003):** It consists of the permanence and custody of the unconventional general cargo in the special warehouses according to the requirement of the type of cargo, whether these are special, refrigerated or dangerous. CGSA will be responsible for the custody of said cargo, in accordance with current legislation from the moment it is received and until its delivery in the same way, to the Consignee or his representative.

- **STORAGE OF CONTAINERS IN SPECIAL YARDS (SS C 0003):** It consists of the permanence of the cargo under the custody of CGSA, when it provides the service in the enclosures / special patios (conditioned for dangerous cargo, protected from thermal actions, special custody).
- **STORAGE OF VEHICLES (SS V 0001):** It consists of the permanence and custody of vehicles. CGSA will be responsible for the custody of said vehicles, in accordance with current legislation from the moment it is received and until its delivery in the same way to the Consignee or its representative.
- **CONTAINER RENTAL (SS C 0004):** This service consists of the coordination of logistics for the provision of equipment according to the client's requirement.
- **STAMP PLACEMENT (SI C 0001):** This service consists of placing seals in containers and registering and reporting them to the customer. It does not include the provision of the seal.
- **PLACEMENT/REMOVAL OF ELECTRONIC LOCKS (SI C 0005):** This service consists of the coordination of logistics for the provision of equipment and personnel for the placement or removal of electronic locks by the supplier.
- **CONNECTION/DISCONNECTION CLIP ON OR GEN SET UNIT (SO C 0004):** This service consists of the connection or disconnection of cold or energy supply units to refrigerated containers. The service includes the use of a forklift. In the case of connection, the unit must be in CGSA upon arrival of the container and in case of disconnection the unit will be delivered to the owner who must remove it from the Terminal.
- **CONNECTION/DISCONNECTION OF REFRIGERATED CONTAINERS ON BOARD THE SHIP (SO C 0001):** This service consists of the connection and disconnection of refrigerated containers that need energy supply on board the ships, according to the instructions of the line. It includes the coordination of specialized personnel for connection or disconnection.
- **FRESHWATER NETWORK CONNECTION (SR O 0004):** This service consists of connecting hoses, couplets, meters, etc. to allow the supply of fresh water to the ships.
- **CLASSIFICATION (SI O 0003):** This service consists of the segregation, classification and marking of packages according to the request of the client at the time of unloading, loading or storage, consolidation, deconsolidation, capacity, inspection or any operation that requires it.
- **DEPALLETIZING (SO O 0006):** It consists of the disassembly of pallets (fractionation) going from a larger load unit to a smaller one
- **DECONSOLIDATION OF VANS (SW O 0001):** This service consists of all the activities of de-stressing, unloading and emptying, of any type of cargo that is inside a van and will include the issuance of the documents that record the operation.

- **AUTOMATIC DISINFECTION OF CONTAINERS (SO C 0005):** It will mean the unit price, expressed in United States dollars per unit that the concessionaire may charge in case of fumigation of containers for the use of specialized equipment for fumigation, trained technical personnel, materials, cleaning and treatment of chemical waste in the operation.

EMBARKATION, DISEMBARKATION AND TRANSIT OF PASSENGERS (ST P 0001): This service consists of the operation of embarkation, disembarkation and transit of passengers from and to the ship and also includes the facilities for the transfer of the luggage of passengers and crew, security guards, for operation area and space for buses on the side of the ship. This service includes area separation personnel and equipment.

Without prejudice to the tasks of shipping agents and tour operators hired by the shipowner or his agents, CGSA will give priority to tourist vessels and vessels that require dock services within the facilities.

For these purposes, it will provide all the facilities and services available to ships and their shipping agents, as well as for tour operators duly accredited by the shipping agent on behalf of the shipowner and will pay adequate attention to passengers, to their safety, tending to the development of the activities of the tourism sector within the Terminal, for which it may carry out the commercial and management agreements that are relevant.

- The attention of passengers who embark or disembark in connection with tourist circuits will be foreseen and facilitated.
- **LABELING/LABELING CONTAINERS/IMO CARGO (SI C 0002):** It consists of the placement of respective labels according to the IMO code or removal of them when not applicable. It will not include the provision of materials.
- **OUT OF STANDARD (SP C 0006):** Additional percentage value applied to the operation of non-ISO and/or deformed containers that the dealer may charge customers. It includes the use of non-conventional equipment and / or that occupy a greater volume than the nominal of the equipment.
- **VEHICLE INVENTORY (SI V 0002):** This service consists of carrying out a detailed and specific inventory of the physical conditions of the vehicles at the express request of the client, this service will be requested during working hours. For which CGSA will issue an inventory certificate in original and copy.
- **CONTAINER CLEANING (SO C 0003):** This service consists of providing personnel and materials for the sweeping, cleaning and collection of garbage from a container.
- **HANDLING PONTOONS / CELLAR CAPS (SH O 0001):** Movement of pontoons or cellar lids by request outside the stowage. This service is provided at the request of the Shipowner or his representative.

- **HANDLING CONTAINERS IN TERMINAL (SH C 0001):** It will mean taking the cargo from its place of Storage and moving it or placing it on a means of land transport. This service does not include portage.
- **MEASUREMENT OF PACKAGES (SI O 0002):** This service consists of providing the necessary personnel to carry out the measurements to the packaging of the load, for this CGSA will issue a certification of its measurements. This service will not include the mobilization of cargo if any.
- **OPERATION FOR CAPACITY OR INSPECTION OF FRACTIONAL UNCONVENTIONAL CARGO (SI N 0001):** This service consists of providing the personnel and equipment necessary for the physical inspection of the unconventional cargo by the owners of the cargo, their representatives or the Corresponding Authorities.
- **OPERATION FOR CAPACITY OR INSPECTION OF VEHICLES (SI V 0001):** This service consists of providing the personnel and equipment necessary for the physical inspection of the vehicles by the owners of the cargo, their representatives or the Corresponding Authorities.
- **BANANA CARGO INSPECTION OPERATION (SO B 0001):** This service consists of providing the necessary facilities for the physical inspection of the banana load by the owners, their representatives.
- **GRANTING OF CERTIFICATES AND / OR COPIES (SO O 0004):** This service consists of the provision of additional information required or requested by authorized interested parties in the form of reports, status of facts, certificates, standard or personalized electronic messages, images, simple or legalized copies.
- **PALLETIZING (SO O 0002):** This service consists of assembling (stowing) on pallets cargo units smaller than this, mooring them and can be considered the placement of corners, ribbons, sunchos, staples and any other element necessary for the proper consistency of the pallet, Not including the provision of materials.
- **NON-CONVENTIONAL GENERAL CARGO PORTAGE (SO B 0003):** This will be understood as any transfer or transport of unconventional general cargo carried out inside the Terminal, including all the resources and activities necessary for the provision of said service.
- **CONTAINER WEIGHING (SO C 0005):** This service consists of obtaining the weight of the container and issuing the documents that record or certify the registered weight.
- **GENERAL LOAD WEIGHING (SO O 0007):** This service consists of obtaining the weight of the loose load and the issuance of the documents that record or certify the registered weight.

- **PLANNING FOR PROJECT OPERATIONS (SO O 0001):** This service consists of defining, evaluating, planning the operation, using special means of communication, analyzing and contracting additional insurance coverage, to cover this type of risk on a case-by-case basis. The service will be provided with security elements of the Terminal and specialized personnel. Also included are the use of high lifting capacity cranes and special manoeuvres.
 - **CARGO PORTAGE (Banana) (SO B 0002):** It consists of any transfer or transport of bananas that are stored in the holds or containers of the Terminal.
 - **PRE-COOLING OF REFRIGERATED CONTAINERS (REEFERS) (SO C 0002):** It consists of the connection, pre-cooling and monitoring of refrigerated containers.
 - **PROVISION AND PLACEMENT OF SEALS (SI C 0003):** This service consists of the provision and placement of seals in containers.
 - **PROVISION OF EQUIPMENT (SR O 0003):** This service consists of the rental of equipment according to the client's request, which includes specialized personnel for its handling. It will be billed according to the capacity of the equipment and the time of use.
 - **PROVISION OF MATERIALS (SR OR 0008):** This service consists of providing materials at the request of the client or when the operation warrants it.
 - **PROVISION OF PERSONNEL (SR O 0002-0):** It consists of the provision of personnel to perform a certain task within the Terminal, whatever the reason.
 - **PROVISION OF PERSONNEL (TECHNICAL) (SR O 0002-1):** It consists of the provision of specialized technical personnel to perform a specific task within the Terminal, whatever the reason
- PTI INSPECTION OF REFRIGERATED CONTAINERS (SI C 0004):** This service consists of the inspection of containers before the consolidated by our technical staff and equipment, ensuring that the unit is in good condition, provided that it is previously requested, by the line or agency.
- **RECEPTION OR DISPATCH OF UNCONVENTIONAL GENERAL CARGO (SH N 0001):** This service consists of the reception or dispatch of unconventional general cargo.
 - **RECEPTION OR DISPATCH OF VEHICLES (COMING FROM / DESTINED TO CARREROS SHIPS) (SH V 0001):** This service consists of the reception or dispatch of vehicles in the Terminal.
 - **RESTOCKING OF LOOSE CARGO IN THE HOLD (ST G 0003):** It consists of the set of activities for the rearrangement of the load by mobilizing it within the warehouse.

- **RESTOCKING OF LOOSE CARGO VIA DOCK (ST G 0004):** This service consists of a set of operational activities and resources necessary for the reorganization of the loose cargo that for operational reasons it is necessary to mobilize from the interior of the ship to the dock and later from the dock to the ship.
- **REST OF VEHICLES (ST V 0002): Mobilization via dock:** This service consists of a set of operational activities and resources necessary for the reorganization of vehicles that for operational reasons it is necessary to mobilize from inside the ship to the dock and later from the dock to the ship.
- **MISCELLANEOUS UTILITY SERVICE (SR O 0001):** This service consists of the rental of equipment and / or special materials requested by the client.
- **LOAD TESTING SERVICE FOR SHIP CRANES (SI C 0006):** This service consists of the coordination of logistics for the provision of equipment to perform the testing of ship cranes.
- **FRESHWATER SUPPLY (SR O 0004):** It consists of the supply of drinking water to the ship, which will be provided with its own equipment and personnel. The supply may be suspended or limited in cases of force majeure or for qualified reasons
- **TRANSFER OF TRANSSHIPMENT CONTAINERS (ST C 0003):** This service consists of operations in two ways of: destrinca/lashing, unloading/stowage, disembarkation/embarkation, portage, unloading/loading, and storage of transshipment containers that will then be re-embarked in a new means of transport. The dealer must know the transshipment condition of the unit prior to unloading it.
- **TRANSFER OF GENERAL TRANSSHIPMENT CARGO (ST G 0002):** This service consists of the operation of: destrinca/lashing, unloading/stowage, disembarkation/embarkation, portage, unloading/loading, and storage of cargo not mobilized in a container with transshipment condition, which will then be re-embarked in a new means of transport. The dealer must know the transshipment condition of the unit prior to unloading it.
- **TRANSFER OF GENERAL CARGO (SHIP TO YARD OR YARD TO SHIP) (ST G 0001-0):** This service consists of the operation of lashing or destrinca, stowage or unloading, embarkation or disembarkation, portage, loading or unloading, and tarja, of the cargo not mobilized in containers.
- **GENERAL CARGO TRANSFER (HOOK TO HOOK) (ST G 0001-1):** This service consists of the operation of lashing or destrinca, stowage or unloading, embarkation or disembarkation, loading or unloading and loading of the cargo not mobilized in containers.

- **UNCONVENTIONAL GENERAL CARGO TRANSFER (HOOK TO HOOK) (ST G 0001):** This service consists of the operation of lashing or non-lashing, stowage or unloading, embarkation or disembarkation, loading or unloading and loading card that is presented in solid state and that, being packed or unpacked, can be treated as a unit, whose shape, dimension and weight exceed 2 cubic meters or 2 tons (per unit).
- **TRANSFER OF VEHICLES OF CARREROS VESSELS (RO / RO) (ST V 0001):** This service consists of the operation of lashing or destrinca, stowage or unloading, embarkation or disembarkation, portage and tarja of the vehicles.
- **UNCONVENTIONAL GENERAL CARGO TRANSFER (SHIP TO GATE OR GATE TO SHIP) (ST N 0001):** This service consists of the operation of lashing or deststring, stowage or unloading, embarkation or disembarkation, portage, loading or unloading, reception and dispatch; of cargo that is presented in solid state and that, being packed or unpacked, can be treated as a unit, whose shape, dimension and weight exceed 2 cubic meters or 2 tons (per unit).
- **UNCONVENTIONAL GENERAL CARGO TRANSFER (SHIP TO YARD OR YARD TO SHIP) (ST N 0002):** This service consists of the operation of lashing or detrinca, stowage or unloading, embarkation or disembarkation, portage, loading or unloading, and tarja, of unconventional general cargo.
- **TRANSFER OF UNCONVENTIONAL GENERAL CARGO OF TRANSSHIPMENT (ST N 0003):** This service consists of the operation of lashing or non-lashing, stowage or unloading, embarkation or disembarkation, portage, loading or unloading, and card, of the general unconventional cargo of transshipment. The concessionaire must know the condition of transshipment prior to unloading it.
- **TRANSFER OF FULL CONTAINERS (SHIP TO YARD or YARD TO SHIP) (ST C 0001):** It is the set of activities that includes the, lashing / non-lashing, stowage / unloading, embarkation / disembarkation, portage, cargo card, control of seals, including the administration and management for the provision of said services.
- **TRANSFER OF EMPTY CONTAINERS (SHIP TO YARD or YARD TO SHIP) (ST C 0002):** It is the set of activities that includes the, lashing / destrinca, stowage / unloading, embarkation / disembarkation, portage, container tarja, control of seals, including the administration and management for the provision of said services.
- **TRANSFER OF UNITS (OS O 0005):** This service includes the transfer of units (full or empty) and / or loads from the port to a certain location or vice versa.
- **UNCONVENTIONAL GENERAL LOAD LASHING (SV O 0001):** This service consists of lashing the unconventional general load to special open top, flat rack units, including the materials necessary for the operation.

- **USE OF EMERGENCY TROUGH (SS C 0002-0):** This service consists of providing emergency trough to receive cargo residues at the request of the shipowner, shipping agent, customs broker, shipper, or the consignee of the cargo. The service includes receiving the container with filtration, placing it on the trough to contain filtration, then discarding it as determined and according to environmental and safety standards.
- **USE OF IMO CARGO EMERGENCY TROUGH (SS C 0002-1):** This service consists of providing emergency trough to receive IMO cargo residues at the request of the shipowner, shipping agent, customs broker, shipper, or the consignee of the cargo. The service includes receiving the container with filtration, placing it on the trough to contain filtration, then discarding it as determined and according to environmental and safety standards.
- **USE OF INFRASTRUCTURE FOR LAND VEHICLES OF SUPPLY OF SHIPS (SP O 0001):** This service consists of the authorization for the entrance to the enclosure for vehicles and / or machinery outside CGSA that need to enter and remain to supply ships.
- **SPECIAL PORT SERVICES ZONE (ZSPE):** Aggregate service provided by CGSA to its customers, which optimizes logistics in the handling of empty (refrigerated) containers, which consists of: Movement of the container to the ZSPE to its dispatch to the final customer
 - PTI
 - Washing
 - Set
 - Repair according to IICL standards
 - Storage, containers are stored waiting for them to be removed by exporters for subsequent consolidations.

Chapter 6: Facilities for Empty Management

They are developed areas within the concessioned areas of the Port Terminal to provide added and complementary services to empty containers, which have the best physical and technological infrastructure, strict security controls optimizing the export and import logistics chain.

ZAL: area of 10.5 hectares attached to the Port Terminal in which its entry is made by P Street and its exit is by 25 de Julio Avenue.

- The services provided are: PTI, washing, seteos, storage, repairs, reception, transfer, dispatch, etc.
- Hours: Monday to Friday 24 hours
- Saturdays: until 15:00 hours

CISE: area of 2.5 hectares located within the Port Terminal.

- The services provided are: PTI, washing, seteos, storage, repairs, reception, transfer, dispatch, etc. Hours: Monday to Saturday 24 hours

ZEA: area located within the Terminal with the purpose of carrying out an expeditious dispatch of the containers that arrive at the Port Facility previously prepared for delivery to the final client.

- The services provided are: inspection, setting, storage, reception and dispatch. Hours: Monday to Friday 24 hours
- Saturdays: until 15:00 hours

SAV: area located within the Terminal for the purpose of expeditiously receiving empty containers from importers. The services provided are: inspection, storage, reception, transfer and dispatch.

- Hours: Monday to Friday 19 hours / Saturdays: until noon

Chapter 7: Programming of services

1. The services provided by CGSA must be requested by the authorized person, according to their competence, through the service box of the Customer Service area ec.sac@contecon.com.ec
2. CGSA may require a specific application form according to the condition and nature of each service.
3. The application shall include at least the following information: Tipo de servicio requerido
4. Customer Name
5. Ship name and voyage or ship reference
6. Type of Cargo (Containerized, Loose, General or Bulk)
7. Number granted by the Customs Authority (for import cargo)

The submission of the request must be made with due anticipation, according to the policy established by CGSA for each service and the opening hours of the Customer Service department from Monday to Sunday from 7:00 a.m. to 11:00 p.m.

PROCESSING OF APPLICATIONS

- CGSA will respond to requests sequentially, according to their date and time of receipt.
- The requirement of services will be programmed and coordinated according to the policies of the Terminal.
- Customer Services will inform the user which request has been processed and will indicate the estimated time of completion of the operation.

CLAIMS

Any request or claim submitted by the customer will be dealt with in accordance with the CGSA Claims Regulations approved by APG and published in the Virtual Terminal.

Chapter 8: Fees for Services

The list of Fees (approved and registered by APG) that the Concessionaire will charge for the Services provided in the Concession, will be published in the CGSA Virtual Terminal.

Chapter 9: Opening Hours

The Terminal

operates 24 hours a day, 7 days a week. To check the opening hours of the different areas or facilities enabled, refer to our virtual terminal www.cgsa.com.ec

Chapter 10

Below are the policies, procedures and manuals that users who enter the Port Facility should be aware of and that have been duly informed about them through the Virtual Terminal.

MANUALS AND INSTRUCTIONS		
TERMINAL VIRTUAL		
1	Opening Hours 2022	https://www.cgsa.com.ec/libreria-documentos/
2	Comprehensive SGI Policy	https://www.cgsa.com.ec/libreria-documentos/
3	Claims 2022	https://www.cgsa.com.ec/libreria-documentos/
4	Claims Regulations	https://www.cgsa.com.ec/libreria-documentos/
5	Claims 2021	https://www.cgsa.com.ec/libreria-documentos/
6	Claims 2020	
7	Security Agreement for Partners of the Multipurpose Terminal of the Port of Guayaquil	https://www.cgsa.com.ec/libreria-documentos/
8	Standard Anti-Drug Safety and Conduct Form for Multipurpose Terminal Operation	https://www.cgsa.com.ec/libreria-documentos/
9	Port Security Manual for the issuance of credentials and provisional permits	https://www.cgsa.com.ec/libreria-documentos/
10	Environmental Management Plan	https://www.cgsa.com.ec/libreria-documentos/
11	Planning of Opening Units	https://www.cgsa.com.ec/libreria-documentos/
12	Third Party Payment Authorization Request Form	https://www.cgsa.com.ec/libreria-documentos/

13	Push Notification Service Acceptance Form	https://www.cgsa.com.ec/libreria-documentos/
14	APP IMPO acceptance form	https://www.cgsa.com.ec/libreria-documentos/
15	IMPO APP deactivation form	https://www.cgsa.com.ec/libreria-documentos/
16	Service Manual	https://www.cgsa.com.ec/libreria-documentos/
17	Service Manual	https://www.cgsa.com.ec/libreria-documentos/
18	General Tariff	https://www.cgsa.com.ec/libreria-documentos/

Anexos

ANNEXES
Industrial Safety Management Program & Manual Hygiene Application
Internal hygiene and safety regulations
Regulation of port operations for contractors, opc and complementary services that provide services in CONTECON GUAYAQUIL S.A.
Security Standards and Sanctions Policies
Tariff 2021