



Port Services Manual for the **Operational** of the **Multipurpose Terminal** at the Port of Guayaquil

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Introduction

This Contecon Guayaquil S.A. Services Manual (hereinafter, "CGSA") arises based on the provisions of the contract for the Concession of public port service in the container and multipurpose terminals of the "Libertador Simon Bolivar" Port in Guayaquil(TCM) celebrated with the Port Authority of Guayaquil, on May 31st 2007, in which CGSA undertakes to provide the port services that had been provided in this Terminal by the various port permit holders and complementary service companies..

This document will be made public and will establish the procedures according to which Customers will be able to access the services provided at the Port Terminal.

This manual is aimed at providing more information to Clients and users of the "Libertador Simon Bolivar" Port in Guayaquil, ensuring the efficient use of the infrastructure and harmonious and sustainable development during the concession period. This manual also provides the general terms and conditions of contracting the services provided to the Clients and users of the "Libertador Simon Bolivar" Port in Guayaquil.

The document indicates the procedures to be applied by CGSA without prejudice to the legal powers, regulations and other normative provisions issued by competent authorities such as the Port Authority of Guayaquil (APG), and the National Customs Service of Ecuador (Customs Authority) and of the other areas of the State Administration, and may be modified at any time, in order to take into account the evolution of needs within the scope 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 Glossary

1. In this manual, unless otherwise required by the contextm the following words and expressions will have the following meaning:

- **Customs Agent:** It is the natural or legal person whose license entitles him or her to manage the clearance of merchandise on a regular basis and on behalf of others. The customs agent will have the character of notary and assistant to the public function in that Customs will be certain that the data they contain in the customs declarations they formulate are in accordance with the information and documents that legally must serve as a basis for the Customs Declaration
- **Shipping Agent:** It is the natural or legal person who represents the shipowner in the administrative, commercial, and operational procedures, as well as in all procedures related to the arrival and stay of the ship, accepting on behalf of the shipowner, the rights and obligations that corresponds to this in these efforts.
- **AISV:** Vehicle entry/exit authorization. Authorization document for entry of export cargo.
- **Storage of non-containerized general cargo in special warehouses:** This will be understood as the storage of non-containerized cargo in special warehouses, intended for refrigerated cargo or dangerous merchandise.
- **Storage of non-containerized general cargo in warehouses:** This means the storage of non-containerized cargo in warehouses.
- **Storage of non-containerized general cargo in yards:** This means the storage of non-containerized cargo in yards.
- **Storage of a box of bananas in a cold warehouse:** this shall be understood as the storage of a box of bananas in refrigerated warehouses at a controlled temperature. This service includes labor for palletizing with the necessary materials.
- **Storage of palletized banana boxes in Cold Warehouses:** this will be understood as the reception and storage of palletized banana boxes in refrigerated warehouses at a controlled temperature.
- **Container storage:** This shall be understood as the storage of cargo within a container
- **Mooring:** Will mean the operation consisting of securing a Ship to the docks of the Terminals using spies, strips, lines, chains, ropes or cables, including all land resources and activities necessary for the provision of such services.

- **Shipowner:** It is the natural or legal person who, as a carrier, owner or non-owner of the vessel, navigates a vessel at his or her own risk.
- **Customs Authority** 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.
- **Government Authority:** This will be understood as anybody or authority that is part of the central public administration or institutional executive function.
- **Guayaquil 's Port Authority or APG:** It is the port entity of public law, legal entity, assets and own funds, owner of the port and the facilities concessioner and delivered in concession. It is the Grantor entity and will exercise control of the Concession in the terms of the Concession Contract.
- **National Port Authority:** The Under secretariat of Ports and Maritime and Fluvial Transport, a state agency dependent on the Ministry of Public Works, Land Transport and Ports, is considered as such. This organization will also be referred to as APN without distinction.
- **Baple (EDI):** Electronic document that indicates the location, category, type and position of the containers within the Ship.
- **Cold warehouse:** Temperature-controlled storage space (frozen and/or fresh) located in the facilities of the Terminals.

- **Project Cargo Vessel:** will be the vessel in which one or more packages defined as Project Cargo must be operated (loaded, unloaded, stowed, restowed and/or lashed).
- **Liner Ship:** is one that navigates under a specific and cyclical itinerary of stops operated by a Shipping Agency and that maintains a frequent regular service to or from the Terminals (CGSA); This name will also be a ship that the same Shipping Agency places as a replacement for the owner to cover its itinerary for any justified reason.
- **Vessel or Ship:** Self-propelled vessel or not, dedicated to the transportation of cargo and/or people, including all its mooring equipment required to secure the Containers or Cargo and/or any vessel owned, chartered, operated or rented by the Customer being served by CGSA. All references in this manual to ship or ships, ship or ships, will include, without exception, its owner, shipowner, charterer and/or agent.
- **Port Captain (Port Captaincy):** This is the Maritime Authority of the Port, whose functions are determined by law.
- **Neutral Carbon:** Refers to the state in which the net emissions of greenhouse gases into the environment are equivalent to zero.
- **Neutral Carbon Certification:** Certificate issued by the accreditation body ratifying the commitment of Contecon Guayaquil S.A. to the efficient management of greenhouse emissions, compensating it with the generation of oxygen from natural reserves.
- **Liquid Bulk Cargo:** Consists of cargo that is transported in liquid state, without packaging, in ship tanks and in other places.
- **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.
- **Consolidated Cargo:** Means the grouping of goods belonging to several consignees, gathered to be transported from one port, airport or land terminal to another port, airport or land terminal, in containers or similar, as long as it is covered by a same shipping document.
- **Project Cargo:** Consists of cargo whose individual weight exceeds 30 metric tons or with dimensions that exceed the measurements of a 20, 40 or 45-foot ISO container. Project Cargo will also be considered those goods that, due to their value or risk, involve the adoption of special methods and precautions for loading, unloading, handling and storage.

- **Conventional General Cargo:** is that which is presented in a solid state and which, whether 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.
- **Non-Conventional General Cargo:** is that which is presented in a solid state and which, whether 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 allows treatment as conventional cargo with the equipment and basic structure of the Port.
- **Loose Cargo (Deconsolidated):** Means individual goods that due to their size or nature are not transported in cargo units and that are handled and shipped as separate units, or that, as a result of deconsolidation, acquire this status
- **Cargo Susceptible to Weighing Service:** Import, export and transshipment cargo that the competent authorities or clients request should receive the weighing service during their entry, stay and/or exit from port facilities.
- **Cargo:** means merchandise of any type, size or weight/measurement, transported or to be transported in a Container, or in an out of gauge Container and includes any non-containerized cargo transported on a Vessel.
- **Loading:** will mean taking the cargo or container from its Storage location, moving it and placing it on a means of land transportation, including all the resources and activities necessary to provide said service.
- **CAS:** Departure 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:** This 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 for this document is regulated by the SPTM, currently through resolution MTOP-SPTM-2016-088-R dated June 16, 2016.
- **CGSA:** It means CONTECON GUAYAQUIL S. A., concessionaire of the Port of Guayaquil.
- **CGSApp:** Mobile and desktop application in which users can view events of their load, access information and news from CGSA L.
- **CISE:** Integrated Exporter Services Center.

- **Client:** It is the natural or legal person who, due to its activity and by provision of current laws and regulations, requires, receives or benefits from the provision or uses the Basic Services or Special Services delegated to the Concessionaire by APG, during the term of the Contract and in the terms provided for in it
- **Consession:** This is the type of delegation granted by APG to CGSA under a contract entered on May 31, 2007, which is valid until December 31, 2046.
- **Consignee:** Natural or legal person in whose name the merchandise is declared or who acquires it by endorsement of the transport document.
- **Container Image Query (Damage Control):** CGSA's computer system, which allows Customers to consult the images of the external physical structure of the Container, which are captured at the time of unloading the Container. This technological tool is available to Customers in the CGSA Virtual Terminal.
- **Container:** Means any full, partially loaded or empty container 20', 40', 45' long, 8' wide and 8'6"/9'6" high, manufactured in accordance with ISO (International Organization for Standardization), with ISO lifting recommendations, consistent with CSC (Convention for Safe Containers) safety requirements and that can be handled by a container spreader.
- **Cross Docking:** Unloading merchandise from an incoming truck or vehicle to load it into a vehicle or truck at the dock.
- **Custody:**
 - a) with reference to import containers (loaded or empty) or non-containerized cargo: (i) the period beginning when the container or non-containerized cargo is physically lifted from the deck of the Vessel, the hold or the top of other containers on the Vessel and ends when the container or non-containerized cargo is mounted on the removal truck by CGSA cargo handling equipment for delivery to the consignee, or if shorter, (ii) the period during which the customer is responsible for the cargo under the bill of lading or other transport document if one has been issued;
 - b) In reference to Export Containers (loaded or empty) or non-containerized cargo, the period beginning when the Container or non-containerized cargo is physically lifted from the truck by CGSA's cargo handling equipment for stacking on the terminal container yard and ends when the container or non-containerized cargo is deposited on the deck or hold of the Ship or on top of another container on the Ship.

c) In reference to Transshipment Containers (loaded or empty) or non-containerized cargo, the period commencing when the container or non-containerized cargo is physically lifted from the deck or hold of a Vessel or from the top of the containers of a Ship and ends when the container or non-containerized cargo is deposited on the deck or hold of another Ship or on top of another container on the Ship.

- ★ DAE: Customs export declaration
- ★ DAI: Customs import declaration
- ★ DAS: Simplified Customs declaration
- ★ Unmooring: Means releasing the mooring strips, spies, ropes, or cables that secure a ship to the CGSA docks, including all land resources and activities necessary for the provision of such service.
- ★ Unloading: this will be understood as taking the cargo or container from a means of land transportation, moving it and placing it in its Storage location, including all the resources and activities necessary for the provision of said service.

Deconsolidation of containers in FCL condition

It is the process of deconsolidation of FCL containers, whose loading is limited to vehicles and, after this activity, the storage of the vehicle units. Both deconsolidation and storage will be carried out in an authorized place (secondary area), within the Terminals. Cargo withdrawals could be partial or total due to importation.

- 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: This shall be understood as the unpacking 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 issuance, verification, control and issuance of the documents that record the 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 condition of the container if it involves containerized cargo, and all the resources and activities necessary for the provision of such services.

- Unstrap: 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.
- Dollar of the United States of America: Means the official currency issued by the United States of America, legal tender and free circulation in the Republic of Ecuador.
- E.T.A. (Estimated Time of Arrival): Estimated time of arrival of the ship at the sea buoy. Estimated time of arrival at a given point. Example sea buoy, pilot station, etc. Therefore, when reporting an ETA, reference must be made to the point indicated by this arrival.
- E.T.B. (Estimated time of berthing): Estimated time of arrival of the ship at the dock.
- EIR: Equipment interchange receipt, exchange document for the reception and dispatch of containers, in which physical observations (damages or knocks) if any are detailed.
- Boarding: It will mean the transfer of the cargo or container from the Terminals to the interior of the warehouses or deck of the ship, including the resources and activities necessary to provide said service.

Understanding, furthermore, 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 deconsolidation container and will not include the dispatch of the cargo contained and (b) that the reception included in this Service will only be for the empty consolidation container and will not include the reception of the general cargo contained therein.

- ★ E-Pass: Electronic door pass that customers must use for the entry and exit of cargo (Container, Loose Cargo, bulk bananas, etc.), which is generated in the CGSA Virtual Terminal. It is the only enabling document that allows the entry and exit of cargo from the Terminals.
- ★ Stowage: This will be understood as the stowage of cargo or containers inside the holds of a ship or on its deck, including the resources and activities necessary to provide said service.

- **Force Majeure** This is defined as actions or situations that prevent port operations from being carried out normally, such as natural phenomena, armed conflicts, large-scale accidents, strikes, work stoppages or national emergencies classified as such by the Port Authority of Guayaquil.
- **Confidential Information:** means all information in any form or media that is secret in accordance with law or that is not otherwise publicly available (whether in whole or in part, including the configuration or assembly of its components), including commercial, financial, marketing or technical information, know-how, trade secrets, business methods and other information in any form or medium, whether disclosed orally or in writing, together with any reproduction of such information in any form or medium or any part(s) of this data.
- **Inspections requested by the Anti-Narcotics Police (PNA), which can be Scheduled or Pre-Boarding:** Boarding inspections are carried out in the Port Facility prior to boarding. The PNA must proceed with the blocking of cargo shipment in the CGSA computer system.
- ★ **NON-INTRUSIVE INSPECTION – SCANNER:** Non-intrusive inspection process that is carried out on all vehicles at the time of entry to the Port Terminals
- ★ **UNDERWATER INSPECTION:** Underwater inspection is a technical procedure performed by specialized divers to assess the condition of submerged structures, such as boats, pipes, and docks. Required by the competent authority, it guarantees the integrity of such structures and prevents their improper use for the transport or storage of illicit substances.
- ★ **List of Rates or Concession Rate:** The set of Rates that the Concessionaire will charge for the Services provided in the Concession and that will be kept publicly known at all times is considered to be such. The Basic Rates and Special Rates will be contained therein.
- **Dock Arrival:** It is the moment when a Ship, during its docking maneuver at the dock designated for this purpose, has secured the first mooring strip to said dock.
- **Cargo Manifest:** Physical or electronic document that contains information regarding the means of transportation, number of packages, weight and generic identification of the merchandise that comprises the cargo, which must be presented to the Customs

Authority, international carriers or their transport operator. upon entry or exit from the country.

- **Pontoon Handling:** Movement of pontoons due to requests other than stowage. This service is provided at the request of the Owner or his representative.
- **Handling:** It is the movement of Cargo within the port enclosure without including the transportation service.
- **Port Services Manual:** This will be understood as the manual prepared by the Concessionaire, in accordance with Chapter VI, paragraph forty points four and Section three of the Terminal Use Rules
- ★ **Indicator Verification Manual:** Shall mean the manual that establishes the procedures to be used to determine service quality indicators at CGSA, hereinafter "Indicators", manual attached to the Concession Contract as Annex F.
- ★ **Direct Output Dangerous Goods:** these are classified as: IMO 1 (Explosives); IMO 5.2 (organic peroxides) IMO 6.2 (infective substances) and IMO 7 (Radioactive Materials).
- ★ **Dangerous Goods:** Goods classified as dangerous according to the IMDG classification, for which there are strict regulations regarding their acceptance, packaging, stowage, documentation and transportation procedures, whether for local or international transfer.
- ★ **MTOP:** Ministry of Transportation and Public Works.
- ★ **Dock:** Any installation, wall, berth or docking and mooring facilities for ships or ships and the spaces assigned therein for boarding and disembarking 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 made up of the MRN, the sequential number of the BL Master, and in the case of BL Children, the sequential number of the BL House is added.

- ★ OPB – Port Vessel Operator It is the port operator whose specialized technical services are provided directly to ships, facilitating access, stay 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 carried out on board ships or within a port facility. The OPCs will have specialized machinery, equipment, tools and safety implements for their workers, duly trained and specialized for their handling.
- ★ Operation for Capacity or Inspection of General Cargo: It will mean the set of carrying and positioning activities of general cargo, which, at the request of the Customs Authority or the PNA, are required to account, verify, inspect and/or recognize the cargo contained. or packaging.
- ★ Operation for Capacity or Inspection of Goods: It will mean the set of activities of Portage, emptying and filling, unsteeping and stowage, lashing/unlocking of the merchandise, which, at the request of the Customs Authority or the PNA, are required to account, verify, inspect and/or recognize the cargo, the container or the seals.
- ★ Port Operations: These are activities related to the entry, stay and departure of ships and the movement of cargo to or from ships or within the land or aquatic spaces of the CGSA port area.
- ★ Port Operator: This is the private legal entity that provides port services by delegation and authorization of a Port Entity. Its categorization and registration and authorization requirements are established by “Standards that Regulate Port Services in Ecuador, issued by the Undersecretary of Ports and Maritime and River Transportation.
- ★ OPP – Passenger Port Operator: It is 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 transportation of passengers.

- **OPSC – Port Operator of Related Services:** It is the one that provides Specialized and Additional technical services to support the Vessel, Cargo or Passengers. Gate Pass: The only enabling document for the withdrawal of import cargo
- **Operating Permit:** In accordance with the pertinent Resolution by the SPTMF, it is the one granted by the Port Entities or their delegates to the port operators, duly registered in the SPTMF, who have complied with the pre-named Resolution, so that they can provide services for those who find themselves enabled.
- **Person:** Shall mean any (i) natural person (ii) legal entity or association, including, without limitation, any company, firm, partnership, joint venture, voluntary association, trust bank or de facto partnership (iii) government (including any organization or institution that is a political or administrative subdivision of it).
- ★ **Vehicle Weighing:** This will be understood as the set of weighing activities, using a Roman scale or a duly calibrated scale, of trucks or other transport vehicles, with or without load, and the issuance of documents that record or certify the weight. registered, including its administration and management, and will include all the resources and activities necessary to provide said services.
- ★ **PNA:** Refers to the National Anti-Narcotics Police.
- ★ **PORT TO DOOR:** application for the transfer of goods.
- **Carriage:** This shall be understood as any transfer or transportation, including any stockpiling or unpacking, stowage or unloading in yards or warehouses, of cargo or merchandise carried out inside the Terminals, including the resources and activities necessary for the provision of said service.
- **Pre-Notice of Empty Container:** Notification prior to entry, which must be made by the client of empty export containers.
- ★ **Scanner Entry Programming (Epass):** - It is the provision of the necessary and additional resources for the planning of entry to the Terminals through computer tools, additional equipment, materials, utensils, etc.

- ★ **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, access, equipment and other facilities found on the coast, located in specific coastal marine areas, whose purpose is the reception, shelter, care, 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 merchandise that arrive at it by land or sea
- ★ **Kiosk:** Self-service device for the entry and exit of heavy loads.
- **Electronic Collection of Services Provided by CGSA:** Electronic collection process of values, implemented in accordance with the Provision of the National Customs Service of Ecuador, which establishes: "To optimize the payment process for all services, the settlement of Payment must be generated through the transactional switch provided by SENAE, for which temporary deposits must comply with the guidelines stipulated for this purpose. It is important to indicate that Contecon Guayaquil S.A., the National Customs Service of Ecuador, Banred and the duly authorized Financial Institutions intervene in this collection process. Therefore, CGSA Clients and users must make payments for port services and temporary storage using the Electronic Collection process at duly authorized Financial Institutions.
- **Reception:** It will mean the issuance, verification, execution of the cargo sheet, control of the documents that record the collection of the cargo or container, including its administration and management, packaging control in the case of general cargo and the preparation of the EQUIPMENT INTERCHANGE RECEIPT (EIR), control of seals and condition of the container if it is containerized cargo, and all the resources and activities necessary for the provision of such services. As well as the issuance of the pertinent documentation that establishes the conditions for receiving the cargo or container.
- **Port Precinct:** Set of terrestrial and aquatic spaces, which are located in a specifically defined port jurisdiction, in which the port's infrastructure, installations, equipment and facilities are located. It will include, in any case, the exterior line of the breakwaters, the accesses and the exterior areas determined for the movement and maneuvers of ships

and barges, as well as all the land spaces arranged for the different services to cargo, passengers, and other complementary and connected activities.

- Regulation of APG services: It is the equivalent to the Port Operations Regulation of the Port of Guayaquil.
- Liability: means any pecuniary responsibility established by a judge or competent authority.
- SAV: Empty Dry Container Management Service
- Basic Services: These are the mandatory services that are regulated through the establishment of Maximum Rates by APG.
- Disinfection Services: This is the service provided by CONTECON GUAYAQUIL S.A., by virtue of the provisions of both the Ecuadorian Agency for Quality Assurance of Agro-AGROCALIDAD and the SPTMF.
- Special Services: this means any service, other than the Basic Services, provided by the Concessionaire and whose Maximum Rates must be registered with APG.
- SERVICES: Set of activities assumed and provided by the Concessionaire by delegation of APG and SENAE under the conditions established for such purpose in the Contract. These correspond to Basic and Special Services.
- ★ SIA: Health, security and environment. Department that establishes the internal procedures that regulate the ways of acting for the prevention of work risks
- ★ SPTMF: Undersecretariat of Ports and Maritime and River Transport.
- ★ 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 Cut Off Terminal is different from the Cut Off established by shipping lines or services.
- Virtual Terminal: Information technology platform that allows CGSA clients to make queries, various requirements and transactions without having to physically go to the Simón Bolívar Port. The Virtual Terminal is available at www.cgsa.com.ec. To start

benefiting from this platform, you must direct your request to Customer Service (email to: cx@contecon.com.ec) to be granted a username and password.

- Terminals or Container and Multipurpose Terminal or TCM: Shall mean the Concession Area, together with the infrastructure, equipment and other assets identified in Section four of the Investment and Management Project as the Concession Area. For the purposes of the Contract, the Container and Multipurpose Terminals are an independent operating unit.
- TEU: It will mean the unit equivalent to a twenty (20) foot long container; When calculated in TEUs, a twenty (20) inch container is one (1) TEU and containers of 40 inches and 45 inches each are considered two (2) TEUs, respectively.
- Maximum Occupancy Time: It will mean, with respect to any ship that receives Cargo Transfer services at CGSA, the Maximum Occupation Time with respect to such ship, calculated in accordance with the formula established in the Indicator Verification Manual.
- ★ Occupation Time: With respect to any ship, it shall mean the period in which such ship remains at CGSA, which begins at the time such ship attaches its first spy upon docking at CGSA and ends when the ship releases its last spy. at the time of unberthing from CGSA.
- ★ Ton: Metric ton
- ★ Gross Registered Tonnage: In reference to any ship, it will mean the volume, expressed in Register Tons or Tonnage of one hundred cubic feet, of all the interior spaces of the ship, ship or naval device, including all spaces below the deck of tonnage and permanently closed spaces on said deck.
- Tonnage: Total weight in Tons, the object of the Cargo Transfer.
- Transshipment: This is considered to be the operation of disembarkation and embarkation of goods that arrive at the port and leave it by sea, without leaving the port area. The operation of direct transfer of cargo from one ship to another is considered.
- Cargo Transfer or "Ship to gate/Gate to Ship ": It will mean all the Stowage or Unloading activities; Lashing or Unlashing; Boarding or Disembarking; Portage; Loading or Unloading to means of land transportation; Reception and Dispatch, execution of cargo clearance, control of seals and will include all the resources and activities necessary

for the provision of said services; It is understood that in the case of storage, these services will include only the days free of tariff collection, as stipulated for boarding (export) or for disembarkation (import).

- **Lashing:** It means the securing of the cargo or container in the Ship, and will include the necessary activities according to international industry standards.
- **ZAL (ZSPE):** Logistics Support Area - Special Port Services Area.
- **Dock Departure:** It is the moment when a ship releases the last mooring strip during the docking maneuver.
- **ZEA:** Special Support Zone.
- **ZEDE:** They are Special Economic Development Zones qualified by competent authority that operate as a customs destination in a delimited space for new investments, where incentives delimited by the applicable regulations are granted.

This Service Manual shall, with respect to the Services, be construed in accordance with the Contract, and nothing in this Service Manual shall be construed as a waiver by CGSA of any of its rights or immunities or as an increase any of its responsibilities or obligations under the Agreement. If any part of this Services Manual contravenes the Agreement to any extent, such part, with respect to such Services, will be void to that extent.

Chapter 2: Basic Services Identification

General Content

CGSA Will provide the following basic services on a continuous and permanent basis:

- Use of dock by Ships (TMN)
- Transfer of Full Containers (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 Yards (AG1)
- Non-Containerized General Cargo Storage in Warehouses (AG2)
- Non-Containerized General Cargo Storage in Special Warehouses (AG3)
- Banana box storage in cold storage
- Empty Container Transfer (TTV)
- Re-stowing of Containers (REE)
- Vehicle Weighing (TPE)
- Container Consolidation/Deconsolidation (CFS)
- Connection and Energy to Refrigerated Containers (Reefers) (TRF)
- Container Capacity or Inspection Operations. (AFC)
- Operations for Gauging or Inspection of Non-Containerized General Cargo (AFG)
- Container shipping (TPC)
- General Cargo Transportation (TPG)
- Reception / Shipping Containers (RDC)
- General Cargo Reception/Dispatch (RDG)
- Fee for the Use of Facilities by Tugboats (TMR)

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

CGSA will provide the Services subject to and in accordance with the Agreement, these General Conditions and the Applicable Regulations. This Service Manual applies to all Services, users and Customers of Puerto Libertador Simon Bolivar.

Subject to specific instructions given in writing by the Client and accepted in writing by CGSA, CGSA reserves complete freedom regarding the means and procedures to be used in the provision of the Services. CGSA may deviate from the Client's instructions (whether or not accepted by CGSA) in any respect if CGSA considers it necessary in the Client's interests and the Client will reimburse CGSA for all reasonable expenses incurred in doing so.



Chapter3: General Regulations

The shipping line and/or its representative must consider the following regulations.

Obligations of the shipping company and/or Representative

The Client must comply with all the legal and regulatory provisions that govern maritime/port activity, especially those contained in the legal rules of navigation on matters related to it, when docked at the Terminals, and must take special responsibility for following

Maintain safe operating conditions (adequate lighting, access, structures, walkway, fastening elements, stanchions, life lines, safety mesh, surface with sliding material, connection points).

The safety conditions are evaluated upon arrival and during the development of the operation, and subsequently reported to the crew. If they are not corrected in a timely manner, the corresponding LOP (Letter of Protest) will be raised, due to its potential impact on the personnel working on board, and the expected yield of the operation. Corrections to these will be the responsibility of the crew and Contecon will reserve the right to suspend the operation if it so determines.

- Provide a minimum number of crew in order to remain alert and respond to any emergency situation, as well as optimal and safe port operations.
 - All crew must submit to Terminal procedures related to Health and Safety;
 - Keep the machines (engines) on alert to respond to emergency situations and avoid delays in clearing the berth
 - Comply with all laws and legal requirements that are applicable to them and those related to Cargo, Containers, their activities and the use of the Terminal.
 - They will not leave the Terminal while they are docked or in any other way; and in the event that this occurs, it will be the exclusive responsibility of the captain of the vessel and the Client.
1. The line or its representative must promptly provide all the necessary information according to the established procedures, in order to allow CONTECON to comply with the service and productivity levels. This must be consistent, truthful, valid and current. Includes: Unloading lists, Loading, Restows, Shipping plans, Load identification, Bill of

Lading, Packing List, lifting plan, Crane Certificate, etc.; In the event of any omission or discrepancy, CONTECON will not assume responsibility for the consequences derived.

1. The shipping line or its representative shall timely report any change in the arrival estimates, in order to adjust the berth schedule. Any ETB change must be made through the virtual Terminal; in cases of updating, it can only be done by the line or its representative up to 24 hours before the first ETB communicated.
2. In the event of any late change, CGSA reserves the right to manage berths in accordance with operational convenience, and to make the charges that this update derives.
3. It is the obligation of the shipping line or its representative to communicate in the pre-operational meeting any condition of the ship that may affect the development of operations, as well as if the ship's command requires any work sequence or special requirement for cargo handling.
4. The user shipping line will be responsible for ensuring that the cargo arriving at the Terminals is duly identified as manifested to the authorities. In case of any difference or lack of identification, it will only proceed if the cargo is labeled and with formal authorization (via email) from the shipping line or whoever represents it.
5. The user shipping line or its representative shall be responsible for repairing and/or paying the costs of repair or replacement of CGSA's equipment and/or infrastructure, or third parties, and/or Liabilities that are affected by events that are attributable to them or third parties acting on their behalf.
6. The captain of the ship must be in command of the ship as long as it remains docked at the docks or piers in the Terminal, being responsible for its own safety. The captain of the ship and the owner of the Ship, their representatives and charterers will be jointly and severally responsible for any loss and/or damage that may arise from failed navigation, without prejudice to the civil liability of the Owner or due to its breakup due to its drift. moorings. No instruction or direction given, or act carried out

by CGSA or its officers, employees or subcontractors, shall impose any liability on CGSA, with respect to the protection or safety of said Vessel.

7. It is the responsibility of the crew to permanently evaluate the stability of the Ship, and manage the pertinent actions when there is an alteration, such as requesting changes in the work sequence and adjusting/tensioning the mooring lines.

Guarantees from the transportation company and/or its representative

The Client guarantees and declares that:

- (a) you are authorized to contract with CGSA under the terms of this Manual in respect of the Vessel, Cargo and Containers, and that you are accepting this Manual not only for yourself but also as agent and on behalf of the owners of the Vessel (if chartered by the Client), the Cargo and the Containers or any other person who is or may become interested in the Cargo;
- (b) All documentation and information provided by the User or its representatives in connection with any Cargo and/or Containers is complete and accurate.

The Manual considers the following provisions.

Liability Insurance

The Shipping Line must contract and maintain non-contractual civil liability insurance for damages against third parties, including hull and machinery insurance, environmental damages related to its ships and its Cargo and any other appropriate insurance to cover its responsibilities under this manual. The Terminal may require a copy of the aforementioned insurance policy or, failing that, an insurance certificate confirming that these insurance requirements have been fulfilled. Such requirement or lack of such requirement shall not be construed as a waiver of Customer's obligation to obtain such insurance required by law or under this manual. CGSA will have the power to not allow docking of those vessels that have not met the insurance requirements described here.

Port Terminal Responsibilities

Ship

The Concessionaire will be responsible for the loss or damage to any vessel and its equipment to the extent that such damage is caused by its gross negligence or willful misconduct, and when it has been determined to be so by competent authority.

Containers

The Concessionaire will only be responsible for loss or damage to the container to the extent that such damage is caused by its gross negligence or willful misconduct, and when it has been determined to be so by the competent authority.

Cargo

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 current customs law based on the civil and contractual responsibility of the concessionaire.

Compensation

The shipping line will be responsible for any damage incurred to the Terminal (including its dock, port, fenders, mooring bitts, gantry cranes, as well as other infrastructure and equipment), its clients (including other Users, Container Ships, and third parties), its employees, agents, insurers or reinsurers as a result, (i) Customer's failure to comply with its obligations, representations and/or warranties contained in this manual; (ii) CGSA acting in accordance with the Client's instructions; (iii) in connection with or caused during the docking or undocking maneuvers, (iv) for reasons of incompetence or negligence of the Captain, crew and/or pilot in charge of the vessel belonging to the Line, or (v) as a result of a improper docking of the ship along the dock, or as a result of a machine breakdown or failure of a tugboat, and in these cases must indemnify the Terminal Operator against all claims, demands, losses, costs, responsibilities and expenses that arise as a consequence of any of the acts indicated above.

If the Client, Carrier, Consignee of the cargo or other, causes any damage or loss to the facilities, goods or cargo under the responsibility of the Concessionaire, it will indemnify the Concessionaire of the Terminals against any and all liabilities that have been incurred against the goods of the concessionaire or who 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 consequence of said event the concessionaire has been declared responsible for damages or loss to the facilities, assets or stored cargo.

It is important to mention that the responsibility of Contecon Guayaquil S.A., in accordance with the Concession Contract and is governed by national laws and in accordance with the coverage of the insurance policies maintained in its contract

Basic Provisions Concerning Ships

Ships and vessels that require use of the services provided at the docking fronts must be duly represented according to the law.

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

The representatives of the Ships may request the docking of their Ships, with CGSA corresponding to the dock assignment according to their availability and priority of dock assignment detailed in this Manual.

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

The cargo mobilization tasks at the docking fronts will be provided in the terms defined by CGSA

From the Attention of Ships

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

The Shipping Agent must inform the E.T.A. of their Vessels 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 provide the definitive arrival time for dock assignment. Updates must be carried out through the Virtual Terminal.

The shipping lines, through their maritime agents, undertake to coordinate with the pilots the maneuvers so that the Ships dock and set sail at the planned time; Any request for an additional stay after the end of operations must be coordinated with the Terminal prior to arrival in order not to affect the itinerary of upcoming ships.

In the event of delays in the sailing maneuver for reasons beyond CGSA's control, and the itinerary of nearby ships is affected, the corresponding surcharges may be applied.

Commercial ships, smaller vessels or vessels of other types, berthed to another vessel, will be considered as if they were moored to the dock.

The docking docks are assigned by CGSA 24 hours in advance of the ship's arrival at the sea buoy and the right is reserved to make changes until the passage or departure from the anchorage area, applying the priority of dock assignment described in the present document.

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

Those vessels with which CGSA maintains a permanent contract/agreement for weekly, monthly or annual calls, as the case may be, will have priority for docking. Cargo volumes, number of calls and permanent itineraries will be considered when signing contracts/agreements and assigning priorities.

CONTECON GUAYAQUIL may reject the reception of vessels, containers, damaged merchandise or that do not comply with the minimum safety standards, nor with the safety matrix legally approved by the competent authority. CONTECON GUAYAQUIL may reject the acceptance of damaged or deformed Containers or if any Container, in its opinion, is in unsatisfactory conditions or implies a high risk for the port operation, workers or third parties.

CGSA may refuse to handle containers or cargo that exceed the allowable weight (SWL - Safe Working Load) of the Port Operator's cargo equipment. If any of CGSA's cargo handling equipment is used in the handling of an overweight Container or Cargo, the Customer will indemnify and hold CGSA harmless against any Liability arising from any loss or damage to property or death or personal injuries derived from or caused by the handling of the Overweight Container or Cargo. The client will be responsible for any damage to people, goods, Terminal equipment and/or third-party products, caused by a misdeclaration 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 members and passengers, otherwise CGSA may refuse to service the ship.

The Customer shall be solely responsible for complying with all formalities, procedures and regulations prescribed by the relevant customs authority and any government authority or other agency having legal jurisdiction over the relevant matter arising in connection with the Cargo, Containers and/or or the Ships and to obtain all the necessary licenses and authorizations required for the transportation, export or import of the Cargo. CGSA will have no liability in this regard. The Client will be solely responsible for carrying out the necessary procedures to carry out the corresponding procedures and obtain the licenses and permits required by law. By virtue of the foregoing, the Client undertakes to hold CGSA harmless from any claim, fine, sanction, charge, compensation, Liability, or any other nature that may result from non-compliance with this provision.

Dock Assignment Priorities

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

1. Ships with a Dock reservation contract/agreement.
2. Full container ships.
3. Multipurpose Ships that transfer containers and general cargo.
4. Ships that transfer perishable products.

Docks 3, 4, 5 and 6

1. Ships with a Dock reservation contract/agreement.

2. Ships that transfer perishable products.
3. Multipurpose Ships that transfer containers and general cargo.

The following ships will have preference for dock assignment:

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

The current Safety Matrix issued by the SPTMF will be applied for docking maneuvers

Arrival Windows

According to the arrival window established by CGSA, a ship is considered to be within its proforma or window when it meets the conditions established in its proforma agreement, among which are the following:

1. Arrive at the dock within three (3) hours of the arrival time established in your berthing proforma.
2. Do not exceed the indicated number of movements.
3. Do not exceed the stated draft.

Regarding the quantity of movement of containers indicated in the operational proformas, when it refers to shipping containers, said quantity refers to containers that are in reserve for said ship from the moment of entry to the terminal. They enter CGSA either through Gate (export) or via Dock (transshipment) with the assigned reference of the final vessel to be shipped.

Abandonment of the berthing dock will be requested in the event of unexpected adverse events that compromise the safety of people, port facilities, other vessels docked at the berthing front, or the goods and the environment.

Those 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 docking docks.

The Terminal may request the abandonment of the berthing dock for ships that exceed the stay time assigned by CGSA in the berthing request when it affects the berthing of ships with

a dock reservation contract/agreement, with the associated costs being the responsibility of the shipowner or the shipping line.

Cuando una nave se encuentre ejecutando operaciones de transferencia en un muelle determinado y deba abandonarlo por razones de defensa nacional o seguridad, mantendrá su prioridad de atraque cuando desaparezcan las razones que motivaron su desatraque, salvo que de común acuerdo entre el naviero o su representante y CGSA se decida algo distinto.

When a ship is carrying out transfer operations in a specific dock and must abandon it for reasons of national defense or security, it will maintain its docking priority when the reasons that motivated its undocking disappear, unless by mutual agreement between the shipowner or its representative and CGSA decides something different.

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 the dock or berthing front of the port, or go to anchor, for which the costs of these operations will be borne by the respective shipowner or its local shipping agency.

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

When, for reasons not attributable to CGSA (lack of cargo, lack of documentation, among others) the vessel 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, The costs associated (including fines from Authorities) to such operation will be borne by the respective shipowner or its local agent. If, at the discretion of the client, the causes are attributable to CGSA, the respective claim may be presented 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 warehouses by the competent organizations, and those are not accepted. Once the

conditions of the warehouses have been certified and authorized to embark by the competent bodies, you will be reassigned to the first available dock.

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

In case of refusal on their part, CGSA reserves the right to take the necessary actions to comply with this provision.

In cases of cargo transfer increases, the additional shift(s) 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 said increase with verifiable information. Such a requirement may be granted at the same dock or at an alternative dock. When third parties are affected by this situation, those involved will be notified in a timely manner of the decision taken.

Shifts for supply operations will not be assigned to ships if they affect the work programs of these or other ships.

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

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

When, for reasons beyond CONTECON's control, the maritime agency requires the cancellation of a Ship's docking, it must notify it within a maximum period of 24 hours prior to the last scheduled ETB, otherwise the surcharge for non-compliance will be applied.

Change of Berthing Sites

CONTECON GUAYAQUIL reserves the right to change the docking sites of ships, even when they are developing operations in the Terminal, agreeing on the event in advance with the shipping line and the agency that represents it.

When for convenience, the line or its representative requires to change the berthing site, it must inform in advance and assume the corresponding costs, including pilotage service and use of tugboats. The determination of whether or not to use tugboats to change location will be defined by the captain of the ship.

Vessel Operation Planning

Container Ships

DOCUMENTS PRIOR TO THE ARRIVAL, STAY AND DEPARTURE OF THE SHIP

Prior to the arrival of the Vessel: The Shipping Agent must manage the following:

- a. Berthing request through the Virtual Terminal, indicating the date of arrival and operations of the Ship on its first arrival (or when updated) and will send characteristics of the Ship (Particular Ship's) and NSD with no less advance notice than the announcement of the ship.
- b. Authorization for entry of a Vessel with dangerous goods Class 1, 5.2 or direct unloading
- c. Vessels that have loading, unloading or transit cargo, with class 1 dangerous goods (explosives), must manage their transfer authorization, whether to dock or ship, with a Customer Service area.
- d. Vessels that transport containers: The Maritime Agents of those Vessels that transport containers as predominant merchandise will be required to present the following information in electronic form:
 - a. Electronic transmission via EDI (COPARN) with the associated bookings or reservations of the containers for the ships.

- b. Electronic file download list. This document must be sent via email to the operational planning office of CGSA,
- c. BAPLIE electronic file (EDI) with the manifest of the Import Cargo and Transshipment Cargo of the Ship. The Transshipment Cargo shall include the name and voyage number of the next Vessel to be embarked, as well as the next Port of Discharge.

The documents detailed in paragraphs II) and III) above must be sent at least twenty-four (24) hours before the ETB and the information in both files must be consistent and any problem generated by the inconsistency of information will not be the responsibility of CGSA.

- I. Electronic shipping list file, which indicates the containers announced for shipment on a given Ship. This document must be submitted via email to the CGS operational planning office. Maximum deadline for sending a list 24 hours prior to the ship's arrival.
- II. Electronic load projection file (MOVINS). It must be submitted via email to the CGSA operational planning office. It is the electronic file with the projections of export cargo and transshipment through holds and deck. It must be sent a minimum of twenty-four (24 hours) before the ETA.
- III. UN/EDIFACT (BAPLIE) file, must be sent via email to the CGSA operational planning office. Electronic file establishing the definition of the warehouse plan (Bayplan). It must be sent twenty-four (24 hours) prior to the ETA. The information contained in the BAPLIE should be consistent with the download listing.
- IV. Oversized load information including photos, diagrams, dimensions, weights, center of gravity, lifting points, and lifting plan. This information must be sent prior to shipment at the port of origin.
- V. In the case of dangerous cargo, both the unloading and shipping list must clearly specify its dangerous cargo condition, mentioning the United Nations (UN) number and its class, as well as all documentation related to the dangerous cargo in

accordance with IMDG, IMO and local competent authorities regulations must be submitted 24 hours in advance of the vessel's ETA.

BERRING OF SHIPS (CONTAINERS)

The priority of the Container Ships will be determined by a docking window system, which will be previously agreed with the shipping lines. Vessels that have a reservation of berth space will have the priority to dock within the agreed time for docking, operations and undocking.

CGSA will facilitate the change of berth space reservations, following consultation and communication with the shipping lines involved.

Vessels that do not have berth space reserves will dock in accordance with the ETA, considering obtaining the permits or authorizations required in accordance with the applicable laws and provisions.

In the event that two (2) or more Ships have the same ATA, the priority of attention will be for those Ships that do not have their own cranes.

In the event that two (2) or more Ships with their own cranes have the same ATA, CGSA will determine the docking order, and will inform the Maritime Agents, in order to avoid disputes

Vessel Operation Planning

Ships transporting breakbulk cargo and rolling cargo.

DOCUMENTS PRIOR TO THE ARRIVAL, STAY AND DEPARTURE OF THE SHIP

CGSA will process the docking request according to the previously established priority, carrying out the attention programs for which it will require the following information at least 72 hours before arrival:

- General characteristics of the ship / Ship Particulars, Sent at the time of the ship's announcement.
- Certification of the operability of the ship's cranes and lifting equipment (for ships that consider their use during the development of operations at the Terminal).

Documentation must specify the safe working lifting capacity of each material (SWL), dates of the last inspection of the material. Sent at the time of the ship announcement, or at least 72 hours before arrival.

- Stowage plan segregating information by type of Cargo and B/L consigned by warehouse. Cargo manifests.
- Material Safety Data Sheet (MSDS)
- Unloading or boarding lists
- List of dangerous goods, and/or special loads
- List of Restibas
- Packing list.
- For non-scheduled cargo, send lifting plan and information on how it was shipped in the port of origin (when applicable)
- In the case of dangerous cargo, all the documentation required by IMDG and IMBSC regulations must be presented depending on the type of product.
- Photographs and additional documentation that may contribute to a safe and efficient unloading operation.
- Special operational requirements of the crew (sequences, considerations for cargo handling).
- Any other relevant information requested by CGSA from time to time.

If the information indicated above is not presented, the entry of the Vessel will be at the free discretion of the CGSA for its planning in the docking program, having the right to refuse the entry of the Vessel to the dock.

In the same sense, for these fractional cargo operations (including shipment of boxes of bananas) and in the event that the due certificates of the materials, such as belts, tie-down straps, etc., that do not guarantee their use, are not presented, it is CGSA's power to provide these materials with the respective charges for this service, in accordance with the Tariff. in order to guarantee safety in the operation.

PRE-OPERATIONAL MEETING

The above requested documents will be processed by CGSA to prepare the operation development proposal, which will be validated and adjusted in a pre-operational meeting with the corresponding agent.

In this meeting, the ship's arrival drafts, docking side, operations time, cranes and assigned crews, as well as the estimated time for departure, must be specified. In the same way, all special considerations will be recorded at this meeting.

Cruise Ships

Below are the conditions applicable to the care of Cruise Ships within the Port Facility:

1. CGSA plans the "Long Range Schedule" based on the itinerary information sent by the Shipping Agencies where it must indicate: name of the cruise, Tourist Operator(s) of the ship, date/time of arrival and departure.
2. The berthing request process for this type of ships is carried out as set out in this Manual Chapter III – Ship Care.
3. The ship's operation planning is carried out as follows:

CGSA will call a pre-operational meeting with all the entities involved in the operation: Shipping Agencies, Tour Operators, and competent Immigration Authorities, the Ministry of Tourism and the Guayaquil Tourism Company in order to agree:

- a. Activities that will take place at the ship's welcome reception and during your stay, including dance groups, representatives of competent authorities, craft fairs and among others.
- b. Number of passengers and crew members in transit (disembarkation and boarding).
- c. Schedule and list of activities that passengers will do; turn around, city tours, among others.

- d. Entry time and number of operators, tourist buses, and entity personnel that will enter to service the cruise.
- e. Requests for entry to the Port facility. Requirements that must be sent up to a maximum of 3 business days before the arrival of the ship to the following boxes:

PermisosyCredenciales@cgsa.com.ec / SeguridadIndustrial@cgsa.com.ec

Physical Security Department will analyze the entry requests received and will issue authorizations in accordance with our regulations.

The Shipping Agency must communicate five days before the arrival of the vessel, via email to the Operations, Port Security and Billing Management areas of CGSA, the list of: Passengers and/or crew members.

- a. Passengers and/or boarding and disembarking crew.
 - b. Time of entry of passengers and/or boarding and disembarking crew
 - c. Reconfirm arrival and departure time.
 - d. Request the use of the "Tourist Terminal" building intended for Anti-Narcotics Inspections, baggage inspection, boarding or disembarkation of passengers from the ship.
- and.
- e. Request additional services: forklifts (and other equipment), suitcase stevedores, tents and others with at least 72 business hours in advance.

The Tour Operator together with the Tourist Transportation Company are responsible for complying with the Permits and Registration of Tourist Land Transportation issued by the Ministry of Tourism of Ecuador, 72 hours before the arrival of the ship they must request via email to the Security area. Physics and Permits and Credentials, the entry permits to the Port Facilities and make the payment of the infrastructure use fee.

Considerations Regarding Dangerous Cargo IMO

If the client, be it the 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 stated in the Lloyd's Register of Shipping will be taken into account; if the record is not found in said register, a certificate of the ship's tonnage will be requested.

After the berthing request has been processed, CGSA will internally coordinate the provision of the service, planning the activities involved and then informing its clients of the operational processes and the estimated operation time.

In task planning, CGSA will assign the available resources and elements, for the purposes of attending to the IMO load, such as:

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

The allocation of resources will be in such a way that it meets the minimum gross productivities of load transfer mentioned in the Concession Contract referenced in this manual.

Similarly, CONTECON will not be responsible for the causes derived from the lack of labeling of units with dangerous cargo and may apply the applicable surcharges. When dangerous cargo is stored due to container defects or due to force majeure situations that alter its condition, the competent authorities may be warned of the risk to the safety of the lives of people who work in the port or areas. neighbors, with a view to taking the actions arising from the case, at the cost of the owner of the cargo.

Special Requirements of Container Vessels, General Cargo, Cruise Ships

- Any ship that moves or transports explosives in transit must comply with the regulations established by the competent authority.
- Maintenance, repair and/or cleaning work on board the ships must be requested by the shipping agent (either via email or communicated in the pre-operational discussion) and are subject to authorization.
- It is the responsibility of maritime agents, customs agents, cargo representatives, customs warehouses and/or exporters and importers, that the containers with dangerous goods enter properly labeled according to the provisions of the IMO IMDG code. CONTECON may refuse entry to its facilities of units that do not comply with these requirements.

VGM Certification

CGSA will comply with cargo weighing regulations issued by the corresponding control authorities.

This weighing and certificate issuance service is carried out in accordance with 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 rule 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 ship a container that exceeds the maximum allowed weight.

When it comes to the tare of containers, CGSA will apply the weights defined by the ISO CODES.

Clients requiring the services described in this manual will be subject to the rules, deadlines and rates detailed therein.

Cutt Off Terminal (TCO)

Terminal Cut off will be established by CGSA according to the following considerations:

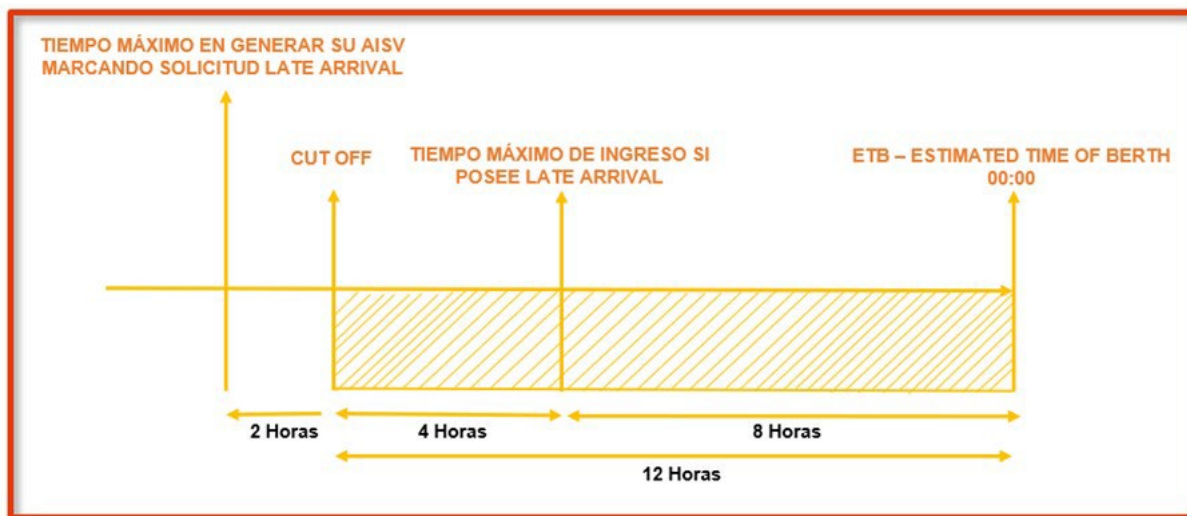
Container vessels (container operation only); 12 hours prior to the ship's estimated arrival time at the dock (ETB).

Refrigerated Ships (mixed banana operation under deck and containers): The TCO of containers is 8 hours before the scheduled start of shipment of the first container.

Other Vessels (Vessels that transport breakbulk cargo and rolling cargo): TCO 12 hours prior to the estimated time of arrival of the ship to the dock (ETB).

Calculation of Cut Off (TCO)

It is carried out by entering the ETB in the docking request in our Virtual Terminal. See below for detail image.



The Shipping Line and/or Agency may only make a maximum TCO update up to 36 hours before the estimated arrival date that the client originally entered in their application. The new estimated arrival date must be at least 24 hours less than the date on which the change is made. See detail image below:

<p>Current date Example: Monday 07:00</p>	<p>2nd ETB > 24 hours from current date Example: Tuesday 07:00</p>	<p>ETB update availability (>36 hours 1st ETB) Example: Until Wednesday at 11:00 you can make changes</p>
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Containers that arrive after the established TCO will not be considered for shipping scheduling, unless the following requirements are fulfilled:

1. When performing 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.
2. Except for exceptions with due coordination and authorization from the Shipping Line, the request for late arrival (Late Arrival) must be made up to 2 hours prior to the TCO.
3. Enter a maximum of 4 hours after the TCO.
4. They are authorized for boarding by the National Anti-Narcotics Police (they are not subject to a blocking instruction from the Authority).

Notwithstanding the foregoing, it should be noted that the authorization of the Late Arrival does not guarantee the shipment of the cargo.

DESCONSOLIDATION OF VEHICLE CONTAINERS

- This process consists of executing the necessary activities for the deconsolidation of containers whose cargo is limited to vehicles, as follows:
 1. CLIENT: Sends the assignment of the batch of containers that will be assigned for this process. In order for the process to be carried out, the merchandise must have an authorized exit before it passes from the primary zone to the secondary zone (area of the property that allows the opening and deconsolidation of nationalized cargo in FCL).
 2. CGSA: Proceed to plan the transfer of the containers from the CGSA yards to the ZAL yard.
 3. CGSA: The containers are positioned in the ZAL yard in accordance with the opening scheme defined between CGSA and the CLIENT.
 4. CGSA: The containers are deconsolidated. Each vehicle is checked and, if there are observations of the units, they are detailed by means of a card.
 5. CGSA: Once the process is completed, the Client is notified of the news.
 6. CLIENT: Sends a program for the collection of units (vehicles) in nannies or according to their retirement scheme.
 7. CGSA: Proceed to transfer the empty containers from the ZAL to the CGSA yards.
 8. CGSA: Proceeds with the dispatch of the units according to the retirement scheme. At the time of delivery, the person designated by the customer must sign the delivery document of the unit.

Access Control Doors

All full/empty containers, merchandise, heavy cargo vehicles and others, that carry out any traffic within the port facilities, must comply with the rules and procedures and control record established by CGSA, during entry and exit of the terminal, with the in order to ensure security within the port installation. It is important to indicate that CGSA has cutting-edge computer systems which allow this cargo entry and exit records to be automated, agile and secure.

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

ENTRY

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 checkpoints:

Full Containers:

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

Loose Load:

- AISV 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 Shipping Agency will be notified of the individual and CGSA will proceed to provide the corresponding service.

The client will be responsible for any accident or damage caused by the omission or falsification of information regarding the nature of the dangerous cargo.

Export cargo income is recorded in the Customs Authority's computer system.

Once all the requirements set out above have been met, CGSA, due to internal security standards, will place a seal on all containers upon entry.

Empty Shipping Containers

To enter empty Containers, you must comply with the following:

- Empty containers must be previously notified by the corresponding shipping line or agency.
- Empty containers must be linked to an export booking
- EIR of the Warehouse, which must indicate the number of the container and the observations/physical conditions of the same, if any.
- Driver's license

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

Empty Deposit Containers – Direct Delivery of an Empty Container by the Consignee (DER Facility – Direct Empty Return)

For the entry of empty Containers (deposit), the following must be complied with:

- Carry out delivery programming in the CGSA Virtual Terminal.
- EIR of the temporary warehouse from which the full container was removed, which must indicate the container number, vessel, voyage and the physical observations/conditions of the container if they exist.
- Letter of departure from the shipping line or agency with current 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 within the Port Facility.

Consolidation Empty Containers

To enter empty Containers to consolidate at the terminal, the following must be met:

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

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

Once all the requirements set out above have been met, CGSA, due to internal security standards, will place a seal on all containers upon entry.

Note: All materials used by companies duly authorized to work within the terminal as service providers for consolidation must previously be subject to controls by the authorities and inspections of the terminal security area. Once the requirements set forth above have been met, CGSA will physically inspect the unit and place a seal on the containers prior to entry.

EXIT

Import Cargo

For the departure of the imported cargo, the carrier must present the following documentation at the access control booths:

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

All import cargo output is registered in the Customs Authority's computer system.

Empty Containers

Prior to the departure of empty Containers, the shipping line or agency must carry out the withdrawal authorization process in the CGSA Virtual Terminal, fulfilling the registration of the following requirements:

- List of empty containers to be removed.
- List of the carriers and vehicles that will carry out the withdrawal.
- Exit authorization from the Customs Authority, which can be requested by the Shipping Agency prior to the arrival of the vessel.

For the departure of empty imported containers, the carrier must present the following at the access control booths:

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

CGSApp

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

1.- ZAL exports will be able to view:

2. Issuance of shift, 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 certificate2.-

3. Exports will be able to view

4. Entry of the full container to the terminal, Senae inspection, Opening of Senae inspection, authorized customs document, container registration, container shipment, carbon neutral certificate.

3.- Importers of containerized cargo, general cargo and loose cargo will be able to view:

Unloading of container and/or loads, Senae gauging programming, intrusive, Senae non-intrusive gauging programming, Senae opening inspection, Senae closing inspection,

Customs clearance, invoice issuance, E-Pass issuance, E-PASS reassignment, vehicle entry, container and/or cargo clearance.

LCL Importers will be able to view:

Container unloading, opening registration (photographic), closing registration (photographic), loading opening registration, loading registration in the weight warehouse by HBL, capacity, cargo release by SENAE, issuance of importer invoice, E-Pass issuance, warehouse clearance, vehicle exit from the terminal.

5.- Bulk banana loading scheduled for cold storage:

Issuance of AISV, entry of the cargo to the Terminal, inspection, inspections of authorities, authorized customs document, entry of cargo to cold warehouse, cargo inventory, shipment of cargo, departure of empty vehicles, and departure of ship.

Automatic Access – Self-Service Kiosks

CGSA has duly 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 speed and security.

They are properly integrated with CGSA's computer systems and comply with 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 that this process requires.

Billing

The services provided by CGSA will be paid in United States dollars, for which it will issue the respective invoice electronically or physically to clients, which includes the taxes required by law. All payments due from the Customer under this Manual shall be made in full without any set-off, reduction, restriction or condition or without any deduction in respect of bank or other charges or withholding.

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 duly authorized Financial Institutions.

The Electronic Securities Collection establishes that payments for 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 begins with 9025, which is the CGSA code in Ecuapass (unique code) and the complete 15-digit invoice number (Example: 9025XXXXXXXXXXXXXXXXXX)

Settlement for 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 invoice is issued) or when a revolving fund is generated. The number of this liquidation is composed as follows: It begins with 9025, which is the CGSA code in the Ecuapass (unique code), followed by a number made up of 9 characters, the last being the letter "A" (Example: 9025XXXXXXXXXA)

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

If there are settlements pending payment or compensation, this will cause automatic blockages in the CGSA billing system, which will not allow the Import or Export procedures to continue. Any overdue invoice/settlement will be considered unpaid, and in this case CGSA may have the customer services suspended until the amounts owed are paid.

Failure to pay invoices within the established term will accrue the maximum legal interest for late payment allowed by the Central Bank or competent authority, in accordance with the law of the matter.

CGSA may request from clients with credit a bank guarantee with payment on demand in accordance with their monthly billing amount, which guarantees payment of overdue invoices for services provided.

With respect to the invoicing of cargo 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 adopted. Fractions on measurements smaller than one will be rounded to the ton for weight units, and to the cubic meter for volume units. The same criterion will be applied to time units for which the minimum to be considered is 1 hour.

To charge for services, CGSA will carry out the respective measurements of the goods, when the volume is not indicated or is not duly recorded in the Cargo Manifest.

Requirements for Import Cargo Withdrawal

For import procedures, CGSA's Virtual Terminal will require; the following documentation/info:

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 (Providencia).

Letter of Departure Authorization (CAS) (Electronic or Physical), Duly registered in our virtual terminal.

Data from the transportation company or name of the driver and license plate of the vehicle that will make the pickup, for the respective issuance of the gate pass. This information will appear on the Gate Pass and is validated at the access control checkpoints before entry.

The Gate Pass will only be generated by the Customs Agent/Auxiliary, Importer or person authorized by the importer to carry out the procedures.

CGSA will only admit for the removal of cargo, carriers and transport companies that have previously been registered once they have met all the requirements demanded in the "Port

Security Manual for the Issuance of Credentials and Provisional Permits", which for the effect will issue CGSA and publish on its website.

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

Depending on availability, the customer chooses the available time they consider convenient to pick up their merchandise.

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

In the event that the client needs to reschedule the dispatch schedule for 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 shipments, they must manage the sending of their planning with our logistics department, the information must be sent only to the following boxes: jefedelogistica@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 Clearance (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.

Exportation:

For the Export procedures and for the shipment of the merchandise, the client must proceed as follows:

Once the AISV is 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 Securities Collection process that was detailed previously in this manual, which is recorded automatic in CGSA systems for the respective boarding authorization.

The payment of the settlement must be made until the late arrival defined for each vessel, after this period of time the container must be rolled to a next ship.

All goods must be duly authorized by the Customs Authority and the PNA for shipment, the maximum period being until the start of the ship's operation. After this period of time, the container must be rolled to a next warehouse

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

Reshipment/Transshipment:

For Reshipment procedures, the customer must send by email to the areas detailed below, the following documentation/information, in order to continue with the shipment process of the goods.

To Billing:

- Booking number or containers to be shipped.
- DAS – Reboarding 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 ship docks for the shipment of the goods (CUT OFF).

To Operations:

- For containers, the BAPLIE (EDI) electronic file must be sent with the Ship's transshipment cargo manifest. The transshipment Cargo must include the name and voyage number of the next Vessel to be embarked, as well as the next port of discharge.
- Electronic file of download list where the connection ship is specified.
- For general cargo, the unloading plan must specify the cargo in reloading mode.

The information requested above must be consistent and any problems generated by the inconsistency of information will not be the responsibility of CGSA. CGSA may install, operate

and maintain recordings of any surveillance device to protect the security of the Terminal and that of its Clients and third parties and to assist in the investigation and/or prosecution of any illegal act or any alleged non-compliance with this Manual.

Personal Data Protection

In compliance with the Organic Law on the Protection of Personal Data and its Regulations, CGSA undertakes to respect and safeguard the privacy and security of the personal data of all persons who access the Port Facilities, as well as those data that are recorded through the surveillance devices that are distributed in the Terminals.

The surveillance devices installed in various areas of the Terminals are intended to guarantee the security of cargo and facilities, prevent the execution of actions contrary to the law, and respect the Concession and the port and maritime security regulations. CGSA undertakes that the information obtained from these devices will be treated as confidential and only for security purposes and compliance with the Law and the Concession Agreement, as well as contractual obligations with customers.

In the same way, for the access to certain Terminals, the Virtual Terminal and the obtaining of passes and credentials, CGSA requests documentation that contains personal information, which will be treated in compliance with the provisions of the Concession Agreement, regulations, guaranteeing that only the information necessary for the purposes described above is obtained.

The above processing is legitimized in compliance with a legal and contractual obligation.

Causes of Force Majeure

Neither party will be liable to the other for any loss or damage to the Cargo, container or vessel, due to delay or failure to perform its obligations under these General Conditions, to the extent that such delay or failure is due to any act of God, flood, severe conditions, storm, tempest, earthquake, epidemic, pandemic, compliance with any law, judicial order, rule or regulation of any governmental authority or other agency, acts of any governmental or supranational authority, war or emergency national, riot, 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 not contemplated within the reasonable control of a party. Likewise, in relation to work stoppages, strikes and other general labor disputes that directly affect the normal and regular activity of the concessionaire, only when these are the result of the causes detailed above. On the contrary, strikes specific to the activities or services of the concessionaire, work suspensions of the concessionaire's staff or the staff of port operators hired by it or its subcontractors are not considered force majeure.

Applicable Law and Jurisdiction

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

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

Customer Guarantees

In reference to the Cargo and Containers, the Client guarantees and declares that:

- (a) are adequately and sufficiently prepared, packed, stowed, labeled and/or marked, and that the preparation, packaging, stowage, labeling and marking are appropriate for any operation or transaction affecting the Cargo and Containers;
- (b) are, for goods requiring refrigeration, properly contained in refeed containers with the required temperature settings;
- (c) will be responsible for the release of dust, gases, fumes, liquids, or harmful radiation.
- (d) they are not infested, do not carry parasites, do not present leaks, are not rotten or are attacked by fungi, nor can they become so during their stay in the Terminals;
- (e) are not overheated or underheated, nor are they at risk of becoming so while in the Terminals;
- (f) will not contaminate or cause danger, injury, contamination or damage to any person, to the Terminals, to any other Cargo, equipment or vessel or to the adjacent or general environment;

(g) do not require for safekeeping any special protection (except as agreed in writing between the parties) arising from their vulnerability to heat, cold, humidity, salt, theft or proximity to other cargo or from their flammability, but will remain safe if leave them outdoors or in a covered place in the Terminals if this is agreed in writing with the Terminal Operator;

(h) not contain drugs, prohibited or stolen merchandise, contraband, pornographic material or other illegal material; and

(i) are suitable for their intended use and are in suitable condition to be handled by the Terminal Operator.

Confidentiality

1. The Client undertakes to maintain confidentiality of all Confidential 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 may not disclose them in any way except in the cases of point 2 below. This obligation will extend to all staff, executives, agents, shareholders, and consultants of the Client, each of the parties, even if they lose such quality, with the pertinent party being responsible for the non-compliance of those who correspond to them
2. The Client may disclose CGSA's Confidential Information:
 - a. to its employees, directors, agents, representatives or professional advisors who need to know such information for the purposes of complying with the Client's obligations towards CGSA; and as required by law, court order, or any governmental or regulatory authority.

Disclosure permitted under point 2 above must be immediately notified to the CGSA.

The Client will not use the Confidential Information of CGSA for any purpose other than the fulfillment of its obligations towards CGSA.

Productivity

The Productivity of dock operations corresponds to the volume of cargo transferred (embarked and unloaded) 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 due to causes 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 1

Period	MINIMAL PRODUCTIVITY PER VESSEL (1)					
	Full Container Ship < 150 (1) Containers Ship Hours	Full Container Ship (2) Containers Ship Hours	Full Ship Container 250 (3) Containers Ship Hours	Reefer Ship (4) Tons Ship Hours	Other Ships (5) Tons Ship Hours	Other Ships<500 (6) Tons Ship Hours
Years 1 y 2	Does Not Apply	10	15	40	40	Does Not Apply
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) The Minimum Productivity per vessel will be required for operations with more than 150 containers.

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

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

(4) Reefer Ship: defined as that ship in which 90% of the total loaded cargo corresponds to banana cargo, in boxes or on pallets.

(5) Other Vessels: defined as those vessels that are neither Full Container nor Reefer Vessel.

Mixed Operation Ship

Shipment of bananas in boxes or pallets and shipment of cargo in containers

(6) The Minimum Productivity per vessel will be required for operations of more than 500 tons.

Used Resources

- Supervisory personnel specialized in the coordination of general cargo operations, container cargo, etc.
- Specialized equipment operators (Gantry Cranes, Mobile Cranes, Container Cranes, Forklifts, Terminal Trucks, etc.).
- Crews of stevedores for the activities of the operations that make up the different services.
- Accessories and props suitable for the operations of different types of cargo.
- Adequate infrastructure for cargo operation and storage.
- CGSA reserves the right to carry out the distribution and allocation of resources according to the operating scenario.

Customer Registration Process in the Virtual Terminal

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

Whether natural or legal persons, they will have two types of users:

Company Manager: Legal representative.

Company Operator: Company employee authorized to make requests.

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

Section	Filtro	Option
My Ships	Berthing Requests	Docking request consultation
My Ships	Berthing Requests	Berthing request registration
My Ships	Reports	Container Entry / Gate In
My Ships	Reports	Temperature of Refrigerated Containers / Refrigerated Containers (Temperature)
My Ships	Reports	Container Output / Gate Out
My Ships	Reports	Empty Containers Discharge
My Ships	Reports	Discharge of Full Containers / Full Containers Discharge
My Ships	Reports	Void inventory report
My Ships	Reports	Shipping of Empty Containers / Empty Containers Load
My Ships	Reports	Shipment of Full Containers / Full Containers Load
My Ships	Reports	Shipping List Administration
My Ships	Reports	Late Arrival Report
My Ships	Reports	Filling inventory report
My Ships	Reports	Truck Time Report
My Ships	Reports	Yard Occupancy Report
My Ships	Reports	Dwell Time
My Ships	Reports	Depot OUT
My Ships	OPC	Post work orders
My Ships	OPC	Close or end shifts
My Ships	OPC	New Work Order
My Ships	OPC	Consult generated proformas
My Ships	OPC	Approve crew registration
My Ships	OPC	Group consultation
My Ships	OPC	Consult Work Done
My Ships	OPC	New group
My Ships	OPC	Available work shifts
My Ships	OPC	Cancellation of Proformas
My Ships	OPC	Consult work orders
My Ships	OPC	Inactivate work orders

My Ships	OPC	Generate additional proforma
My Ships	OPC	Generate new proforma
My Ships	Underwater Inspection	Vessel Inspection Record
My Ships	Underwater Inspection	Consult Vessel Inspection File
My Ships	Underwater Inspection	Ship Inspection Report
Importation	BRBK	Partial Income Report
Importation	BRBK	Inventory report
Importation	BRBK	Ship Liquidation Report
Importation	BRBK	Final pre-discharge report
Importation	BRBK	News log report
Importation	BRBK	Tarja Bodega Report
Importation	BRBK	Settings Notification
Importation	BRBK	Download data
Importation	BRBK	Download
Importation	BRBK	Pre - Download
Importation	BRBK	Products Configuration
Importation	BRBK	Cargo Receptions and Dispatch
Importation	BRBK	Maintenance of receptions
Importation	BRBK	Transaction reverse
Importation	BRBK	User maintenance
Importation	BRBK	Device maintenance
Importation	Customer Service	Available Container Schedules
Importation	Customer Service	Departure Authorization Letter
Importation	Requirements	Stamp Verification Application
Importation	Requirements	Electronic Lock Request
Importation	Carbon Neutral	Carbon Neutral Certificate
Exportation	AISV	Consult PNA Units
Exportation	AISV	DAE consultation
Exportation	AISV	Reply AISV
Exportation	AISV	Booking inquiry
Exportation	AISV	Proforma generation for export services
Exportation	AISV	Enter AISV for Export of Full Containers
Exportation	AISV	Enter AISV for Loose Cargo/Banana Exports
Exportation	AISV	Enter AISV of Cargo Export to Consolidate
Exportation	AISV	Consultation, Printing, or cancellation AISV
Exportation	AISV	AISV for consolidators (Multiple DAE)
Exportation	AISV	AISV of empty containers for export/consolidation
Exportation	AISV	Cancellation of notifications for empty export/consolidation containers

Exportation	AISV	Consultation and printing of empty container or export notices
Exportation	AISV	Consultation, printing or cancellation of proforma
Exportation	Requirements	Reweighting Request
Exportation	Requirements	IMO Labeling and Unlabeling Request
Exportation	Requirements	Export Entry Correction Request
Exportation	Requirements	Late Arrival Request
Exportation	Requirements	Request for Restowing / Transfer
Exportation	Requirements	Refrigerated Technical Review Request
Exportation	SchedulesConsolidation	Cancellation of shifts for consolidation
Exportation	SchedulesConsolidation	Schedule Report
Exportation	SchedulesConsolidation	Selection Schedules for consolidation
Exportation	ConsolidationsReefer	Schedule Report for consolidation
Exportation	ConsolidationsReefer	Schedule Cancellation for consolidation
Exportation	ConsolidationsReefer	Schedule Assignment Refrigerated Consolidation
Exportation	ConsolidationsReefer	DAE Assignment & Assignment Report
Exportation	Carbon Neutral	Carbon Neutral Certificate
Empty Deposit	Empty Withdrawal Authorization	Exclude Vehicles and Drivers
Empty Deposit	Empty Withdrawal Authorization	Vehicle and Authorized Driver Status Report
Empty Deposit	Empty Withdrawal Authorization	Withdrawal Order Report
Empty Deposit	Empty Withdrawal Authorization	Status Report of Vehicles and Drivers Excluded by the Shipping Line
Empty Deposit	Empty Withdrawal Authorization	Report Errors When Processing EDO/Withdrawal Order
Empty Deposit	Empty Withdrawal Authorization	Empty Removal Order
Empty Deposit	Empty Withdrawal Authorization	Transport Company Authorization
Empty Deposit	InventoryEmpties	Inventory Distribution for Warehousing
Empty Deposit	InventoryEmpties	Consultation of Empty Containers by Deta Deposits
Empty Deposit	InventoryEmpties	Consultation of Empty Containers by Deposits
Empty Deposit	InventoryEmpties	Deposit Assignment Transaction to a Line
Empty Deposit	SchedulesZAL/CISE/ZEA	Consult Zal/CISE/ZEA e-Pass EIR File
Empty Deposit	SchedulesZAL/CISE/ZEA	Upload EIR File of Zal/CISE/ZEA e-Passes
Empty Deposit	SchedulesZAL/CISE/ZEA	Zal/CISE/ZEA e-Pass Movement Report
Empty Deposit	SchedulesZAL/CISE/ZEA	Transfer of Values e-Pass Zal/CISE/ZEA
Empty Deposit	SchedulesZAL/CISE/ZEA	Update, Cancellation, Reprint e-Pass Zal/CISE/ZEA
Empty Deposit	SchedulesZAL/CISE/ZEA	Zal/CISE/ZEA e-Pass issuance
Empty Deposit	SchedulesZAL/CISE/ZEA	Third ZAL Assumes
Empty Deposit	SAV	Consultation, cancellation and reprint of e-Pass
Empty Deposit	SAV	e-Pass administration and schedules
Empty Deposit	SAV	Detailed notice report

Empty Deposit	SAV	New e-Pass for reception
Empty Deposit	SAV	e-Pass transfer for reception
Empty Deposit	SAV	Assumes Third SAV
Financial management	IMPOContainers	Freight Forwarder Billing
Financial management	IMPOContainers	Daily Billing Report
Financial management	IMPOContainers	Cancellation E-PASS Container for Return of Stamps
Financial management	IMPOContainers	Invoice Expired E-Pass
Financial management	IMPOContainers	Impo Container Billing
Financial management	IMPOContainers	Pending Loads/Invoice
Financial management	IMPOContainers	Proforma List
Financial management	IMPOContainers	Container Quote
Financial management	IMPOContainers	List of Invoice Issued
Financial management	e-Pass Container	e-Pass issuance
Financial management	e-Pass Container	Reprint e-Pass
Financial management	e-Pass Container	e-Pass update
Financial management	e-Pass Container	e-Pass Cancellation
Financial management	e-Pass Container	List of issued e-Passes
Financial management	IMPOLooseLoad	Cas Manual Cfs
Financial management	IMPOLooseLoad	CFS Billing
Financial management	IMPOLooseLoad	Bill Expired E-Pass Cfs
Financial management	IMPOLooseLoad	Cancel Cas Cfs Manual
Financial management	IMPOLooseLoad	Authorized CAS List
Financial management	IMPOLooseLoad	Loose Cargo Quote
Financial management	IMPOLooseLoad	List of Invoices Issued
Financial management	IMPOBrBk	BRBK Billing

Financial management	IMPOBrBk	Cancellation of Departure Authorization Letter - BRBK
Financial management	IMPOBrBk	Departure Authorization Letter (CAS) - BRBK
Financial management	IMPOBrBk	List of Departure Authorizations - BRBK
Financial management	IMPOLooseLoad	P2D Quote (Create Proforma)
Financial management	IMPOLooseLoad	Exclude pass to order number
Financial management	IMPOLooseLoad	P2D Proformas List
Financial management	IMPOLooseLoad	P2D simulator
Financial management	IMPOLooseLoad	Individual P2D Invoice
Financial management	e-Pass Brbk	Issue Gate Pass Break Bulk
Financial management	e-Pass Brbk	Update Break Bulk Gate Pass
Financial management	e-Pass Brbk	Cancel Break Bulk gate pass
Financial management	e-Pass Brbk	List of Break Bulk Passes
Financial management	e-Pass Brbk	Break Bulk Pass Request
Financial management	e-Pass Brbk	Issue pass based on Break Bulk Pass Request
Financial management	e-Pass Brbk	Transportation Company Update - Break Bulk Gate Pass
Financial management	e-Pass Brbk	Consult Appointment Request
Financial management	e-PassLoose Load	CFS e-Pass Cancellation
Financial management	e-PassLoose Load	List of e-Passes Issued CFS
Financial management	e-PassLoose Load	Reprint e-Pass CFS
Financial management	e-PassLoose Load	e-Pass CFS Update
Financial management	e-PassLoose Load	CFS e-Pass issuance
Financial management	Payments toThird Party Imports	Assume Payments
Financial management	Online Collection	Consultation of Payments Assumed to Third Parties
Financial management	Online Collection	Third Party Payment Consultation
Financial management	Online Collection	Third party payment
Financial management	Online Collection	Balance Inquiry

Financial management	Online Collection	Advance Payment Compensation
Financial management	Online Collection	Generation and query of Advances
Financial management	Exports	Reefer Container Billing
Financial management	Exports	PNA Container Billing
Financial management	Exports	Container Billing/Booking
Financial management	Exports	Expo Container Printing
Financial management	Exports	Expo Container Billing
Financial management	Exports	Expo Container Console
Financial management	Treasury	Client Release
Financial management	Treasury	Client Release Report
Financial management	Treasury	Client Blocking
Financial management	Treasury	Payment Report
Financial management	Treasury	Customer Blocking Report
Financial management	Treasury	zal/cise/zea pass release
Financial management	Exports	Invoicing of Containers is for Export (Non-Exporter Cargo)
Financial management	Exports	E-PASS Cancellation Non-Exported Cargo
Financial management	Exports	E-PASS Issuance of Non-Exported Cargo
Financial management	Treasury	Authorization to Generate Door Pass
Financial management	Back Office	Invoices Issued by the Agent_FF - Port To Door
Financial management	Back Office	BRBK Exit Authorization List
Financial management	Back Office	Record Departure Date – BRBK Load
Financial management	Back Office	Listing of RIDT Manual
Financial management	Back Office	List of Assumed Charges
Financial management	Back Office	Reefer Hours Take Over Line

Financial management	Back Office	Case Queries
Financial management	Back Office	Register RIDT Manual
Financial management	Back Office	Transactions by Users
Financial management	Back Office	Impo Invoice List
Financial management	Back Office	Expo Invoice List
Financial management	Back Office	Impo Proforma List
Financial management	Back Office	Upload Reefer Hours
Financial management	Back Office	Update CFS Deconsolidation Machine
Financial management	Back Office	Back office Authorized CAS List
Access Management	ControlAccess-Company	View Collaborator Information
Access Management	ControlAccess-Company	Consult Vehicle Information
Access Management	ControlAccess-Company	Applications Console
Access Management	ControlAccess-Company	Manual Facial Record
Access Management	ControlAccess-Company	Request Permission Activation for Active Credentials
Access Management	ControlAccess-Company	Request Issuance/Renewal of Credential (Temporary or Permanent)
Access Management	ControlAccess-Company	Request Console
Access Management	ControlAccess-Company	Request Vehicle Registration Issuance/Renewal (Heavy or Light)
Access Management	ControlAccess-Company	Request Access for Light Vehicles previously registered
Access Management	ControlAccess-Company	Request Terminal Access without Credential (Provisional Pass)
Access Management	ControlAccess-Company	Request Access to the Terminal (With Temporary Credential)
Access Management	ControlAccess-Company	Update Company details
Access Management	ControlAccess-Company	Consult Vehicle Information
Access Management	ControlAccess-Company	Consult Collaborator Information
KPI	KPI	KPI Exporter
KPI	KPI	KPI Agent
KPI	KPI	Importer KPI
Customer service	STC Notifications	File Load Capacity
Customer service	Stamps	Consult Stamps Download/Update
Customer service	Stamps	Consultation of Shipping Stamps
Customer service	Customer Service	User Administration/Permissions
Customer service	Customer Service	Events maintenance
Customer service	Customer Service	Package Maintenance
Customer service	Customer Service	Package/Event Maintenance
Customer service	Customer Service	Package/Client Maintenance

Customer service	Customer Service	User Maintenance/APPCGSA
Customer service	Applications	See my applications
Customer service	Applications	Termination of Electronic Lock service
Customer service	Applications	Late Arrival Request Inquiry
Customer service	Customer Service	Service Desk
Customer service	Customer Service	Payment Catalog Maintenance to Third Parties
Customer service	Customer Service	Carbon Neutral – Disable Subscription
Customer service	Customer Service	Carbon Neutral - Inactive Customers List
Customer service	Customer Service	Inactive Customers Report
Customer service	Customer Service	DAE Manual Registration
Customer service	Customer Service	DAE Listing
Customer service	Operator	Request processing
Customer service	Service Requirements	Printing Inspection/Capacity Requirements
Customer service	VBS Brbk	List of Daily Dispatch Schedules
Customer service	VBS Brbk	Request list
Customer service	VBS Brbk	Approve Request for Break Bulk Passes
Customer service	VBS Brbk	Generate Break Bulk turns
Customer service	VBS Brbk	Approve Break Bulk Shifts
Customer service	VBS Brbk	Exclude Type of Products
Customer service	VBS Brbk	Thrones Maintenance (Modify, Increase Capacity)
CGSApp	App Clientes	CGSApp Notifications Consultation
Port To Door	P2D	P2D simulator
Port To Door	P2D	P2D Quote (Create Proforma)
Port To Door	P2D	List of P2D Proformas
Port To Door	P2D	Individual P2D Invoice
Port To Door	P2D	Invoices Issued by the Agent_FF - Port To Door
Port To Door	P2D	CFS e-Pass issuance
Port To Door	P2D	CFS Billing

Chapter 4: Basic Services Description

This chapter describes the services associated with the operation indicating the activities and resources 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 documents that record the operation, this service in its generality consists of:

- Have an area within the port enclosure 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 legal formalities.
- Include the personnel and equipment to fill the container.

The container deconsolidation service consists of all the activities of unbinding, unstuffing and emptying of any type of cargo found inside a container, and will include the issuance of documents that record the operation, this service in general consists of:

- Have an area within the port enclosure to carry out these operations.
- In the case of deconsolidated merchandise, in the case of direct delivery, the load can be delivered on the consignee's truck platform, or in the 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 the legal formalities have been complied with.
- Should include sufficient personnel and equipment to empty the container.
- Cutting/removing security seals from containers.

Connection and Power to Refrigerated Containers (Reefers)(TRF)

This service consists of the connection and disconnection of refrigerated containers to a power source, electrical power supply and monitoring, including the issuance of documents

that record the operation, its administration and management, and all the resources and activities necessary to the provision of these services. This provision may be suspended or limited in cases of force majeure or for qualified reasons.

OPERATION FOR CONTAINER CAPACITY OR INSPECTION (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 other User/Authority, is required to account, verify, inspect and/or recognize the contained cargo or container, including fractional cargo or export bananas.

OPERATIONS FOR CAPACITY OF INSPECTIONS OF GOODS (AFG)

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

It is applied for the following types of cargo: general cargo (AFG), or containerized cargo (AFC)

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

VEHICLE WEIGHING (TPE)

This will be understood as the set of weighing activities, using a duly calibrated scale, of trucks or other transport vehicles, with or without load, and the issuance of documents that record or certify the registered weight, including their administration and management. , and will include all the resources and activities necessary to provide said services..

GENERAL CARGO CARRIAGE (TPG)

This will be understood as any transfer of (non-containerized) cargo carried out inside the Terminals.

Reception and Dispatch of General Cargo (RDG)

GENERAL CARGO RECEPTION SERVICE

It is the action of taking general cargo from a means of land transportation, moving it and placing it in its storage or collection place, including all the resources necessary to provide said services.

GENERAL CARGO DISPATCH SERVICE

It means taking the general cargo from its storage or collection place, moving it and placing it on a means of land transportation, including all the resources necessary for the provision of said services. Securing or lashing the loads on the means of transport will be the responsibility of the carrier designated by the end customer.

OPERATION FOR CONTAINER CAPACITY OR INSPECTION (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 other User/Authority, is required to account, verify, inspect and/or recognize the contained cargo or container, including fractional cargo or export bananas.

OPERATIONS FOR CAPACITY OR INSPECTIONS OF GOODS (AFG)

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

It is applied for the following types of cargo: general cargo (AFG), or containerized cargo (AFC)

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

VEHICLE WEIGHING (TPE)

This will be understood as the set of weighing activities, using a duly calibrated scale, of trucks or other transport vehicles, with or without load, and the issuance of documents that record or certify the registered weight, including their administration and management. , and will include all the resources and activities necessary to provide said services.

GENERAL CARGO CARRIAGE (TPG)

This will be understood as any transfer of (non-containerized) cargo carried out inside the Terminals.

Reception and Dispatch of General Cargo (RDG)

GENERAL CARGO RECEPTION SERVICE

It is the action of taking general cargo from a means of land transportation, moving it and placing it in its storage or collection place, including all the resources necessary to provide said services.

GENERAL CARGO DISPATCH SERVICE

It means taking the general cargo from its storage or collection place, moving it and placing it on a means of land transportation, including all the resources necessary for the provision of said services. Securing or lashing the loads on the means of transport will be the responsibility of the carrier designated by the end customer.

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

All general cargo received for both export and import must be labeled with sufficient information for its correct storage in accordance with international standards.

Reception and Dispatch of Containers RDC

CONTAINER RECEPTION SERVICE

It is the action of taking ISO-sized containers from a means of land transportation, moving it and placing it in its storage or collection location, including all the resources necessary to provide said services.

CONTAINER DISPATCH SERVICE

It means taking the ISO size containers, moving them from their storage or collection place and placing them on a means of land transportation, including all the resources necessary to provide said services. Securing or lashing the containers on the means of transport will be the responsibility of the carrier designated by the end customer.

CGSA will receive or deliver the containers through the authorized checkpoints, where it will issue the transfer of responsibilities document called EIR, which will indicate the status of the unit at the time of the exchange.

Dangerous cargoes will not be allowed to enter port facilities that, being declared as such in the system, do not carry the corresponding labels (one per side of the container).

If the checkpoint finds that any of these containers are missing a label, 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 labeling service.

Container Restowing (REE)

RESTORATION VIA DOCK

This service consists of a set of operational activities and resources necessary for the rearrangement of the cargo that, for operational reasons, is necessary to move it from inside the ship to the dock and subsequently from the dock to the ship. This service will vary depending on the loading conditions, that is, full or empty containers; whose final disembarkation is not the Port of Guayaquil, the issuance of the documents that record the new location or stowage plans, including their administration and management; and will include all the resources and activities necessary to provide said services.

RESTORATION ON BOARD

This service consists of a set of operational activities and resources necessary for the rearrangement of the cargo that for operational reasons becomes necessary to mobilize on board the ship. This service will vary depending on 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), non-containerized general cargo in warehouses (AG2), non-containerized general cargo in special warehouses (AG3).

It is made up of the cargo deposit, which is the permanence and custody service provided to the cargo that is located in the deposit locations established by CGSA until its delivery to the consignees or those who represent them, and by 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 current legislation from the moment it is received until its delivery to the consignee or his representative.

As a consequence of the foregoing, 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 shows alteration or damage in its content. .

CGSA may repair packages in poor condition, at the expense and order of the shipowner or its representative or the consignee, and will, if necessary, repackage them in bags or other properly sealed receptacles, taking care that the marks and other signs that identify the package are visible to the naked eye.

Merchandise for withdrawal or direct shipment constitutes merchandise considered as dangerous whose storage is prohibited by the competent authorities, in addition to that contemplated in the current laws and regulations, which due to its risk condition is prohibited from storage within the port area and also those that Customs Authority arranges its direct withdrawal.

Dangerous merchandise (IMO) 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 should be stored and will not be responsible when, due to lack or insufficient information and/or labeling (for IMO cargo), it causes damage to people, facilities, or other cargo; in which case the consignee/shipper/shipping lines/Consolidators/Deconsolidators and/or the representative must assume all the responsibility and costs that this generates.

CGSA reserves the right to apply the corresponding legal actions.

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

For the removal of cargo, the customs agent or its duly accredited representative must present to 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 unloading from means of land transportation, reception, preparation for shipment, portage, loading, stowage and lashing corresponding to the cargo of export bananas not moved in containers.

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

This is how all cargo will go through a prior storage process or, failing that, through a cross docking process in the warehouse area.

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

CGSA receives the daily work schedule from the shipping agency and/or the Exporters 12 hours in advance.

General Cargo Transfer TTG (SHIP TO GATE)

It is the set of stowage or unloading activities, lashing or unlashings, boarding or unloading, internal transportation, storage, issuance of reception documents or dispatch of general

cargo, including its administration and management and will include all the resources and activities necessary for the provision of these services.

Without prejudice to the foregoing, CGSA may provide a lower service offering than that defined as the set of ship to gate transfer activities, with a rate also lower than that corresponding to the entire service.

General Cargo Transfer TTG (SHIP TO GATE)

It is the set of stowage or unloading activities, lashing or unlashings, boarding or unloading, internal transportation, storage, issuance of reception documents or dispatch of general cargo, including its administration and management and will include all the resources and activities necessary for the provision of these services.

Without prejudice to the foregoing, CGSA may provide a lower service offering than that defined as the set of ship to gate transfer activities, with a rate 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 unlashings, embarkation or unloading, internal transportation, storage, issuance of documents for receipt or dispatch of full containers, including their administration and management and will include all the resources and activities necessary for the provision of said services.

Internal Transport or Portage (TPC)

This shall be understood as any transfer or transportation, including stockpiling or unstocking, stowage or unstuffing 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 that service.

Use of Tugboat Facilities (TMR)

This service consists of making the infrastructure and facilities available to tugboat operators to provide their services to ships arriving at the terminal.

The tugboats will use exclusively the docks enabled for this purpose for their stay at the Terminal.

Use of Docks by Ships (TMN)

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



Chapter 5: Special Services Description

MOORING AND UNMORING MEANS OF LAND TRANSPORTATION (SO O 0003): Consists of the provision of trained personnel with the necessary safety elements in accordance with CGSA safety standards and light tools to tie, unmoor, wrap and unpack the load from its location. conveyance. Does not include the supply of materials.

EMPTY CONTAINERS STORAGE (SS C 0001): Consists of the permanence of the cargo in the custody of CGSA, when it provides the service in the facilities enabled for this purpose. CGSA will be responsible for the custody of the empty containers, in accordance with current legislation from the moment they are received and until they are delivered in the same manner to the Consignee or his representative.

TRANSHIPMENT CONTAINER STORAGE (SS C 0001): Consists of the permanence of the cargo in the custody of CGSA, when it provides the service in the facilities authorized for this purpose. CGSA will be responsible for the custody of the Transshipment containers, in accordance with current legislation from the moment they are received and until their delivery in the same form to the carrier or his representative.

STORAGE OF NON-CONVENTIONAL GENERAL CARGO IN PATIOS (SS N 0001): Consists of the permanence and custody of non-conventional general cargo 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 manner, to the Consignee or his representative.

STORAGE OF NON-CONVENTIONAL GENERAL CARGO IN WAREHOUSES (SS N 0002): This consists of the permanence and custody of non-conventional general cargo in warehouses according to the type of cargo requirement. 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 manner, to the Consignee or his representative.

STORAGE OF NON-CONVENTIONAL GENERAL CARGO IN SPECIAL WAREHOUSES (SS N 0003): It consists of the permanence and custody of non-conventional general cargo in special warehouses according to the requirement of the type of cargo, whether they 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 form, to the Consignee or his representative.

CONTAINER STORAGE IN SPECIAL YARDS (SS C 0003): Consists of the permanence of the cargo in the custody of CGSA, when it provides the service in special enclosures/yards (equipped for dangerous cargo, protected from thermal actions, special custody).

VEHICLE STORAGE (SS V 0001): Consists of the permanence and safekeeping of vehicles. CGSA will be responsible for the custody of said vehicles, in accordance with current legislation from the moment they are received and until their delivery in the same manner to the Consignee or his representative.

CONTAINER RENTAL (SS C 0004): This service consists of the coordination of logistics for the provision of equipment according to the client's requirements.

PLACEMENT OF SEALS (SI C 0001): This service consists of placing seals on containers and registering and reporting them to the client. Does not include the provision of the seal.

INSTALLATION/REMOVAL OF ELECTRONIC LOCKS (SI C 0005): This service consists of the coordination of logistics for the provision of equipment and personnel for the installation or removal of electronic locks by the supplier.

CONNECTION/DISCONNECTION OF CLIP-ON UNIT or GEN SET (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 at CGSA upon the 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/DICONNECTION OF REFRIGERATED CONTAINERS ON BOARD THE SHIP (SO C 0001): This service consists of the connection and disconnection of refrigerated containers that need power supply on board the ships, according to the line's instructions. It includes the coordination of specialized personnel for the connection or disconnection.

FRESHWATER NETWORK CONNECTION (SR O 0004): This service consists of connecting hoses, couplers, meters, etc. to allow fresh water supply to ships.

CLASSIFICATION (SI O 0003): This service consists of the segregation, classification and marking of packages according to the customer's request at the time of unloading, loading or storage, consolidation, deconsolidation, gauging, inspection or any operation that requires it. requires.

DEPALLETIZING (SO O 0006): It consists of the disassembly of pallets (fractionation) going from a larger unit of load to another smaller one.

DECONSOLIDATION OF VANS (SW O 0001): This service consists of all the activities of unbinding, unstuffing and emptying any type of cargo found inside a van and will include the issuance of documents that record of 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 the case of container fumigation for the use of specialized equipment for fumigation, trained technical personnel, materials, cleaning, and treatment of chemical waste in the operation.

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

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

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

The attention of passengers boarding or disembarking in connection with tourist circuits will be planned and facilitated.

LABELING/UNLABELING CONTAINERS/IMO CARGO (SI C 0002): Consists of placing respective labels in accordance with the IMO code or removing them when not appropriate. It will not include the provision of materials.

OUTSIDE THE STANDARD (SP C 0006): Additional percentage value that applies to the operation of non-ISO and/or deformed containers that the concessionaire can charge clients. Includes the use of non-conventional equipment and/or that occupies a greater volume than the nominal volume 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 customer. This service will be requested during business hours. For which CGSA will issue an original and copy inventory certificate.

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 / WAREHOUSE LIDS (SH O 0001): Movement of pontoons or hold lids at a request unrelated to stowage. This service is provided at the request of the Owner or his representative.

HANDLING CONTAINERS IN TERMINAL (SH C 0001): It will mean taking the cargo from its Storage location and transferring it or placing it on a means of land transportation. This service does not include transportation.

MEASUREMENT OF PACKAGES (SI O 0002): This service consists of providing the necessary personnel to carry out measurements on the cargo packaging, for this CGSA will issue a certification of its measurements. This service will not include the movement of cargo, if any.

OPERATION FOR CAPACITY OR INSPECTION OF FRACTIONAL NON-CONVENTIONAL CARGO (SI N 0001): This service consists of providing the personnel and equipment necessary for the physical inspection of non-conventional cargo by the owners of the cargo, their representatives or the Appropriate authorities.

OPERATION FOR VEHICLE SEIZURE OR INSPECTION (SI V 0001): This service consists of providing the necessary personnel and equipment for the physical inspection of vehicles by the owners of the cargo, their representatives or the Corresponding Authorities

BANANA LOAD INSPECTION OPERATION (SO B 0001): This service consists of providing the necessary facilities for the physical inspection of banana cargo by the owners, their representatives.

GRANTING 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, copies. simple or legalized.

PALLETIZING (SO O 0002): This service consists of assembling (stowing) load units smaller than this one on pallets, tying them, and the placement of corner pieces, tapes, straps, staples and any other element necessary for the proper consistency of the pallet may be considered. Not including the provision of materials.

CARRIAGE OF NON-CONVENTIONAL GENERAL CARGO (SO B 0003): This will be understood as any transfer or transport of non-conventional 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 CARGO WEIGHING (SO O 0007): This service consists of obtaining the weight of loose cargo and issuing documents that record or certify the registered weight.

PLANNING FOR PROJECT OPERATIONS (SO O 0001): This service consists of defining, evaluating, planning the operation, use of special communications means, analysis and contracting of additional insurance coverage, to cover this type of risk on a case-by-case basis. The service will be provided with security elements typical of the Terminal and specialized personnel. Also included are the use of high-lift cranes and special maneuvers.

CARGO TRANSPORTATION (Bananas) (SO B 0002): Consists of any transfer or transportation of bananas for storage that are stored in the warehouses or containers of the Terminal.

PRE-COOLING OF REFRIGERATED CONTAINERS (REEFERS) (SO C 0002): Consists of the connection, pre-cooling and monitoring of refrigerated containers.

SUPPLY AND PLACING OF SEALS (SI C 0003): This service consists of the provision and placement of seals on containers.

SUPPLY OF MATERIALS (SR O 0008): This service consists of providing materials at the client's request or when the operation warrants it.

PROVISION OF PERSONNEL (SR O 0002-0): Consists of the provision of personnel to carry out a specific task within the Terminal, whatever the reason.

SUPPLY OF (TECHNICAL) PERSONNEL (SR O 0002-1): Consists of the provision of specialized technical personnel to carry out 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 consolidation by our technical staff and equipment, ensuring that the unit is in good condition, whenever previously requested, by the line or agency.

RECEPTION OR DELIVERY OF NON-CONVENTIONAL GENERAL CARGO (SH N 0001): This service consists of the reception or dispatch of non-conventional general cargo.

RECEPTION OR DISPATCH OF VEHICLES (COMING FROM/DESTINED for CARRIER VESSELS) (SH V 0001): This service consists of the reception or dispatch of vehicles at the Terminal.

RESTOWING OF LOOSE CARGO IN THE WAREHOUSE (ST G 0003): It consists of the set of activities for the reordering of the cargo, moving it within the warehouse.

RESTOWING OF LOOSE CARGO VIA DOCK (ST G 0004): This service consists of a set of operational activities and resources necessary for the rearrangement of loose cargo that, for operational reasons, is necessary to move from the interior of the ship to the dock. and subsequently from the dock to the ship.

VEHICLE RESTORATION (ST V 0002): Mobilization via dock: This service consists of a set of operational activities and resources necessary for the rearrangement of vehicles that for operational reasons require mobilization from inside the ship to the dock. and subsequently from the dock to the ship.

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MISCELLANEOUS UTILITY SERVICE (SR O 0001): This service consists of the rental of special equipment and/or 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 test ship cranes.

SUPPLY OF FRESH WATER (SR O 0004): It consists of the supply of drinking water to the ship, which will be provided with its own equipment and personnel. Supply may be suspended or limited in cases of force majeure or for qualified reasons

TRANSFER OF TRANSHIPMENT CONTAINERS (ST C 0003): This service consists of two-way operations: unlashings/lashing, unstowing/stowage, unloading/boarding, portage, unloading/loading, and storage of transshipment containers that will later be re-embarked on a new means of transport. The dealer must know the transshipment condition of the unit prior to unloading it.

TRANSFER OF GENERAL CARGO TRANSHIPMENT (ST G 0002): This service consists of the operation of: unlashings/lashing, unstowing/stowing, unloading/boarding, portage, unloading/loading, and storage of cargo not mobilized in a container with condition of transshipment, which will then be reboarded on a new means of transportation. 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 unlashings, stowage or unstuffing, embarkation or disembarkation, portage, loading or unloading, and plating, of non-containerized cargo.

GENERAL CARGO TRANSFER (HOOK TO HOOK) (ST G 0001-1): This service consists of the operation of lashing or unlashings, stowage or unstowing, embarkation or disembarkation, loading or unloading and plating of cargo not moved in containers.

NON-CONVENTIONAL GENERAL CARGO TRANSFER (HOOK TO HOOK) (ST G 0001): This service consists of the operation of lashing or unlashings, stowage or unstuffing, embarkation or unloading, loading, or unloading and cargo pallet that is presented in a solid state. and which, whether packed or unpackaged, can be treated as a unit, whose shape, dimension and weight exceed 2 cubic meters or 2 tons (per unit).

TRANSFER OF VEHICLES FROM CARRIER VESSELS (RO/RO) (ST V 0001): This service consists of the operation of lashing or unlashings, stowage or unstowing, embarkation or disembarkation, transportation and loading of vehicles.

TRANSFER OF NON-CONVENTIONAL GENERAL CARGO (SHIP TO GATE OR GATE TO SHIP) (ST N 0001): This service consists of the operation of lashing or unlashings, stowage or unstuffing, embarkation or disembarkation, portage, loading or unloading, reception and dispatch ; of cargo that is presented in a solid state and that, whether packed or unpackaged, can be treated as a unit, whose shape, dimension and weight will exceed 2 cubic meters or 2 tons (per unit).

TRANSFER OF NON-CONVENTIONAL GENERAL CARGO (SHIP TO YARD OR YARD TO SHIP) (ST N 0002): This service consists of the operation of lashing or unlashings, stowage or unstuffing, boarding or disembarkation, portage, loading or unloading, and plating, of general non-conventional cargo.

TRANSFER OF NON-CONVENTIONAL GENERAL CARGO TRANSHIPMENT (ST N 0003): This service consists of the operation of lashing or unlashings, stowage or unstowing, embarkation or disembarkation, portage, loading or unloading, and plating of non-conventional general cargo of transshipment. The concessionaire must know the transshipment condition prior to unloading the same.

TRANSFER OF FULL CONTAINERS (SHIP TO YARD or YARD TO SHIP) (ST C 0001): It is the set of activities that includes lashing/unlashing, stowage/unloading, boarding/unloading, portage, loading of cargo, control of precincts, 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 lashing/unlashing, stowage/unloading, boarding/unloading, transportation, container loading, seal control, including the administration and management for the provision of these services.

TRANSFER OF UNITS (SO 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.

LOCKING OF NON-CONVENTIONAL GENERAL CARGO (SV O 0001): This service consists of lashing non-conventional general cargo to special open top, flat rack type units, including the materials necessary for the operation.

USE OF EMERGENCY TANK (SS C 0002-0): This service consists of providing emergency tray to receive cargo residues at the request of the shipowner, shipping agent, customs agent, shipper, or the consignee of the cargo. The service includes receiving the container with leakage, placing it on the pan to contain leakage, then disposing of it as determined and in accordance with environmental and safety regulations.

USE OF EMERGENCY IMO CARGO BANK (SS C 0002-1): This service consists of providing emergency pallet to receive IMO cargo residues at the request of the shipowner, shipping agent, customs agent, shipper, or the consignee of the cargo. The

service includes receiving the container with leakage, placing it on the pan to contain leakage, then disposing of it as determined and in accordance with environmental and safety regulations.

USO DE INFRAESTRUCTURA PARA VEHÍCULOS TERRESTRES DE ABASTECIMIENTO DE NAVES (SP O 0001): Este servicio consiste en la autorización para el ingreso al recinto para vehículos y/o maquinarias ajenas a CGSA que necesitan ingresar y permanecer para realizar abastecimiento de naves.

SCAN ENTRY PROGRAMMING (EPASS) (SO C 0007-0). - It will mean the unit price, expressed in United States dollars, that the Concessionaire will charge users for the provision of the necessary and additional resources for the planning of entry to the Terminals through computer tools, additional equipment, materials, utensils, etc.

USE OF NON-INTRUSIVE INSPECTION EQUIPMENT – SCANNER (SO C 0006-0). - It shall mean the unit price, expressed in United States dollars, that the Concessionaire shall charge to users who make use of the Non-Intrusive Inspection Equipment – Scanner

USE OF NON-INTRUSIVE INSPECTION EQUIPMENT – SCANNER (SO CC 006-0). - It will mean the unit price, expressed in United States dollars, that the Concessionaire will charge to users who make use of the Non-Intrusive Inspection Equipment – Scanner per box of loose bananas transported by truck.

Chapter 6: Facilities for Vacuum Handling

These are areas developed within the concession 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 entry is via P Street and exit is via 25 de Julio Avenue.

The services provided are: PTI, washing, settings, storage, repairs, reception, transfer, dispatch, etc.

Hours: Monday to Friday 24 hours

Saturdays: until 3:00 p.m.

CISE: 2.5-hectare area located within the Port Terminal.

The services provided are: PTI, washing, settings, 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 end customer.

The services provided are inspection, setting, storage, reception and shipping.

Hours: Monday to Friday 24 hours

Saturdays: until 3:00 p.m.

SAV: area located inside the Terminal for the purpose of expeditiously receiving empty containers from importers.

The services provided are inspection, storage, reception, transportation and dispatch.

Hours: Monday to Friday 7 p.m.

Saturday: until midday

Chapter 7: Service Scheduling

1. The services provided by CGSA must be requested by the authorized person, according to their competence, through the customer service area's attention box ec.sac@contecon.com.ec
2. CGSA may require a specific request form according to the condition and nature of each service.
3. The application must include, at a minimum, the following information:
 - a. Type of service required.
 - b. Customer name
 - c. Name of the vessel and voyage or reference of the vessel
 - d. Type of Cargo (Containerized, Loose, General or Bulk)
 - e. Number granted by the Customs Authority (for import cargo)

The submission of the request must be made with due advance notice, in accordance with the policy established by CGSA for each service and the customer service department's opening hours from Monday to Sunday from 7:00 a.m. to 11:00 p.m.

PROCESSING APPLICATIONS

- a. CGSA will respond to requests sequentially, according to their date and time of receipt.
- b. The request for services will be scheduled and coordinated according to the Terminal's policies.
- c. Customer Services will inform the user which request has been processed and will indicate the estimated time to complete the operation.

CLAIMS

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

Chapter 8: Service Rates

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



Chapter 9: Attention Schedule

The Terminal operates 24 hours a day, 7 days a week. To verify 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 must know and have been duly informed about them through the Virtual Terminal.

MANUALS AND INSTRUCTIONS		
VIRTUAL TERMINAL		
1	Office Hours 2023	https://www.cgsa.com.ec/libreria-documentos/
2	Integral SGI Policy	https://www.cgsa.com.ec/libreria-documentos/
3	Claims Regulations	https://www.cgsa.com.ec/libreria-documentos/
4	Claims 2021/2020	https://www.cgsa.com.ec/libreria-documentos/
5	Carbon Neutral Certified Release	https://www.cgsa.com.ec/libreria-documentos/
6	Security Agreement for Business Associates of the Port of Guayaquil Multipurpose Terminal	https://www.cgsa.com.ec/libreria-documentos/
7	Claims 2022/2023	https://www.cgsa.com.ec/libreria-documentos/
8	Standard Security and Anti-Drug Conduct Form for Operations at the Multipurpose Terminal	https://www.cgsa.com.ec/libreria-documentos/
9	Port Security Manual for the issuance of provisional credentials and permits	https://www.cgsa.com.ec/libreria-documentos/
10	Opening Unit Planning	https://www.cgsa.com.ec/libreria-documentos/
11	Payment Authorization Request Form for Third Parties	https://www.cgsa.com.ec/libreria-documentos/
12	Push Notification Service Acceptance Form	https://www.cgsa.com.ec/libreria-documentos/

13	Service Manual	https://www.cgsa.com.ec/libreria-documentos/
14	Service Manual	https://www.cgsa.com.ec/libreria-documentos/
15	General Rate	https://www.cgsa.com.ec/libreria-documentos/
13	Service Manual	https://www.cgsa.com.ec/libreriadocumentos/
14	Manual de servicio	https://www.cgsa.com.ec/libreriadocumentos/
15	Tarifario General	https://www.cgsa.com.ec/libreriadocumentos/

Annexes

ANNEXES
Safety Regulations for Port Operations OPC and Contractors
Contecon Guayaquil S.A. Industrial Safety and Environmental Standards
Rate 2025

Versions History

Page	Date	Author	Comments
8	28-03-2023	Commercial	The term Customs Broker is added to the glossary.
8	28-03-2023	Commercial	The meaning of the acronym is added to the definition of AISV: Authorization for entry/exit of vehicles.
9	28-03-2023	Operations	Definition of Baple (EDI) added:
9	28-03-2023	Legal	Added Load
10	28-03-2023	Commercial	The definition of cargo susceptible to weighing service is modified
11	28-03-2023	Commercial	The following concepts are added: Consolidated Cargo, Loose Cargo (Deconsolidated) and Container
11	28-03-2023	Commercial	The concept of Contract is removed
12	28-03-2023	Legal	Definition of Custody is added
13	28-03-2023	Commercial	E-Pass concept added:
14	28-03-2023	Legal	The Confidential Information concept is added
16	28-03-2023	Legal	Eliminated concept: Inspections requested by the customs authority, which can be physical or by non-intrusive means (X-RAY):
17	28-03-2023	Legal	Added the term Responsibility
17	28-03-2023	Commercial	Added the term Poor to Door
18	28-03-2023	SIA	The SIA term is added
19	28-03-2023	Legal	Paragraph is added at the end of chapter 1 "This Service Manual shall be construed, with respect to the Services, in accordance with the Contract, and nothing contained in this Service Manual shall be construed as a waiver by CGSA of any of its rights or immunities or as an increase of any of your responsibilities or obligations under the Contract. If any part of this Services Manual contravenes the Contract to any extent, such part, as it relates to such Services, shall be void to that extent."
20	28-03-2023	Legal	The definition of TEU is modified

20	28-03-2023	Legal	<p>Paragraph is added at the end of Chapter 2:</p> <p>“CGSA will provide the Services subject to and in accordance with the Agreement, these General Conditions and the Applicable Regulations. This Service Manual applies to all Services, users and Customers of Puerto Libertador Simón Bolívar. Subject to specific instructions given in writing by the Client and accepted in writing by CGSA, CGSA reserves complete freedom regarding the means and procedures to be used in the provision of the Services. CGSA may deviate from the Client's instructions (whether or not accepted by CGSA) in any respect if CGSA considers it necessary in the Client's interests and the Client will reimburse CGSA for all reasonable expenses incurred in doing so.”</p>
21	28-03-2023	Operations	The term ZEDE is added
22	28-03-2023	Legal	<p>The following points are added to the section Obligations of the Shipping Company and/or Representative:</p> <p>IV. Keep the machines (engines) on alert to respond to emergency situations and avoid delays in clearing the berth.</p> <p>V. Comply with all laws and legal requirements that are applicable to them and those related to the Cargo, the Containers, their activities and the use of the Terminal.</p> <p>SAW. They will not leave the Terminal while berthing or in any other way; and in the event that this occurs, it will be the exclusive responsibility of the captain of the vessel and the Client.</p>
24	28-03-2023	Legal	Added: Guarantees from the transportation company and/or its representative
37	28-03-2023	Operations	<p>Cruises Section is eliminated: g. Carry out the requirement for internal buses to transport passengers and/or independent crew from the side of the ship to the main entrance door to the Port Facility or vice versa.</p>

41	28-03-2023	Operations	The Cut Off calculation is added
46	28-03-2023	Legal	<p>Added to the Billing section:</p> <p>All payments due from the Customer under this Manual shall be made in full without any set-off, reduction, restriction or condition or without any deduction in respect of bank or other charges or withholding.</p>
51	28-03-2023	Operations	Points 2, 3 and 4 are added in the Confidentiality section
55	28-03-2023	Commercial	The Virtual Terminal menu is updated, and sections, filters and options are added
56	27-03-2024	Legal	TSV and definition of non-intrusive inspection service and ingress scheduling are added Scanner
55	27-03-2025	Commercial Operations	Definitions are added by Commercial (refrigerated warehouse, transfers and storage to refrigerated warehouse). Among others.