

EMMY FRANK BONDED TERMINALS

**STANDARD OPERATING
PROCEDURE
(SOP)**

TABLE OF CONTENT

1. Preamble
2. Operational Areas/ Limit
3. Container Reception
4. Clearing Agent Function
5. Invoicing
6. Booking and Positioning
7. Obtaining A TDO
8. Terminal Delivery Process
9. Security at Delivery Gate
10. Delivery Clerk at stacking Area
11. Gate Pass
12. Container for ICD
13. Empty Container Return
14. Complaints / Claims Handling Desk
15. Glossary

STANDARD OPERATING PROCEDURE (SOP) OF EMMY FRANK NIG.LTD.TERMINALS

1.0 PREAMBLE

Emmy Frank Nig. Ltd. Terminals is specialized and state of the art Terminal for handling of containerized cargo.

This Standard Operating Procedure (SOP) will serve as a guide to all staff of Emmy Frank Nig. Ltd., its subsidiaries and Customers involved in Emmy Frank Nig. Ltd. Terminals operations.

The Standard Operating Procedure (SOP) will provide stakeholders and the public in general, with adequate knowledge of Emmy Frank Nig. Ltd. Container Terminals operations:

- a. Container Gate-In Procedure
- b. Release and Documentation Procedure
- c. Billing, Payment and Process Procedure
- d. Positioning of Cargo for Customs Examination
- e. Gate-Out (Release Process)

2.0 OPERATIONAL AREAS/LIMIT

This SOP is limited to Emmy Frank Nig. Ltd. Container terminal. All Cargo handling activities and equipment at Emmy Frank Nig. Ltd. container Terminals comply with International Safety Standards. We maintain high level of efficiency and high quality service delivery in line with Global Best Practices.

Pre Container Arrival

- Ensures Gantry cranes to be used for discharge are carefully inspected and fully functional- (TAT 15 minutes).
- Ensures all personnel and non-personnel accessing the Container yard/Stack area are fully kitted with PPE (Personal Protective Equipment) for safety purposes.

3.0 CONTAINER RECEPTION

Once container arrives at the terminal, all necessary checks are made, the container after clearance proceeds to the terminal Gate for Gate-In. Emmy Frank Nig. Ltd. Container terminal deploys the right workforce, equipment and machinery to ensure efficient and effective discharge of cargo from the truck.

Discharged containers are immediately transferred to the Yard/Stack and captured in the system. Free storage period commences only after discharge of container, transfer to stack and system capture.

4.0 FUNCTIONS OF CLEARING AGENTS

It is the responsibility of the Clearing Agent to fulfill all necessary obligations with Nigeria Customs Service (NCS) to obtain Customs Release and Shipping Companies Delivery Order after which the Agent proceed to the Terminal Desk for further processing.

5.0 INVOICING

All invoicing at Emmy Frank Nig. Ltd. Container Terminals are done electronically (Except during system down time). Expected TAT for this task is 45 **Minutes** by following the under-listed steps:

- i. Customer presents original bill of lading to Emmy Frank Nig. Ltd. Container terminal invoicing staff.
- ii. Staff generates invoice and hands over to customer (**TAT 15 minutes**)
- iii. Customer makes payment and comes back to Terminal with proof of payment.
- iv. Emmy Frank Nig. Ltd. Container terminals (Accounts Dept.) staff confirms payment by the customer (**TAT 10 minutes**).
- v. Terminal issues receipt upon presentation of evidence of payment (**TAT 10 minutes**).

6.0 BOOKING AND POSITIONING CONTAINER FOR EXAMINATION

The customer books for Customs examination if the container is on red or yellow channel. Booking for examination of containers should be done within **three (3) hours** of customer's presentation of relevant documents to the Terminal Protocol desk. All requests for booking shall

be in writing with a duplicate upon which Emmy Frank Nig. Ltd. Container terminal acknowledges receipt of the request.

No storage charge shall accrue where a shipper/Agent has been refused booking confirmation. Should demurrage accrue as a result of inability to confirm booking, Emmy Frank Nig. Ltd. Container terminals shall bear responsibility for accrued demurrage.

After booking confirmation, Emmy Frank Nig. Ltd. Container terminals ensures positioning of container within 24 hours of booking confirmation. Where examination is not conducted due to non-positioning of the container, all costs arising, inclusive of demurrage on those dates of the default shall be borne by Emmy Frank Nig. Ltd. Container terminals.

7.0 OBTAINING A TDO (TERMINAL DELIVERY ORDER)

- i. The Customer books for customs examination if the container is red channel.
- ii. The customer returns with the Customs SGD (Single Goods Delivery), release and then moves to invoicing.
- iii. After obtaining the invoice, payments are made to authorized account of Emmy Frank Nig. Ltd.
- iv. The customer then presents proof of payment to Emmy Frank Nig. Ltd. Container Terminal and electronic verification is performed by the Container Terminal. Expected TAT is 5 minutes
- v. The customer then proceeds with copies of the release (customs and Shipping), invoice and receipt to the TDO section, where an

on-line confirmation is done and "pre-gate ticket" is generated (TAT is 10 minutes).

- vi. The pre-gate ticket is then presented at Emmy Frank Nig. Ltd Terminals as valid authorization to pick up container.
- vii. Please, note that the customer goes straight for invoice, receipt and TDO if the container is for scanning.
- viii. The customer is issued receipt by Emmy Frank Nig. Ltd on electronic confirmation of payment from the Bank (5 minutes)

8.0 TERMINAL DELIVERY PROCESS (TDP)

After confirmation of payment made by customer, Emmy Frank Nig. Ltd undertakes the following within **30 minutes**:

- i. Receive document from Clearing Agents
- ii. Confirm and Process all documents from NCS and Shipping Companies.
- iii. Print and issue Terminal Delivery Order (TDO) and Authority to Load (ATL) to the Clearing Agent
- iv. Handover TDO and ATL to Delivery/Security staff located in the stacking area and at delivery gate.

9.0 SECURITY AT DELIVERY GATE

The truck driver after obtaining the TDO and ATL from the Clearing Agent, the following under-listed process should be concluded within **15 minutes**:

- i. Truck driver presents ATL to security staff at entrance gate
- ii. Security staff checks ATL and the physical conditions of the trucks for NPA minimum standard compliance.
- iii.iii. Security staff allows inward movement of trucks into the Terminal upon satisfactory compliance.

10.0 DELIVERY CLERK AT STACKING AREA

Emmy Frank Nig. Ltd Delivery staff upon receipt of TDO and ATL from truck driver concludes the under listed process within **20 minutes**:

- i. The delivery staff receives copy of the TDO and ATL from the Terminal Delivery Desk ii. Checks and ensure that ATL presented by the Truck driver corresponds with copy received from Terminal Delivery Desk
- iii. Directs the truck driver to the stacking / slot area where container is located.
- iv. Instructs Kalmar operator to load specified container on truck

- v. Ensures truck driver moves to the designated area of the terminal for final gate pass checks.

11.0 GATE PASS

Emmy Frank Nig. Ltd Gate Pass Officer (GPO) verifies that the documents presented are genuine and tally with details on the cargo and consequently confirms final delivery in the electronic releasing system. The truck with container unit is then allowed to exit and the delivery process is completed. This activity should be completed within 5 minutes.

12. PICKING UP A FULL CONTAINER FOR ICD TRANSFER

- i. The trucker presents ICD (Inland Container Depot) entry permit with the truck plate number written on it to HSSE/Security and the trucker is directed to the loading point.
- ii. After loading, the operations personnel fills in the number of container loaded, vessel and destination on the ICD entry permit
- iii. Trucker proceeds to out-gate and hands over the ICD entry permit to gate personnel
- iv. Gate personnel updates the system and issues EIR (Equipment Interchange Report) to trucker.

13.0 EMPTY CONTAINER RETURN

Emmy Frank Nig. Ltd Container Terminal upon receipt of the truck driver returning a designated empty container undertakes the following process within **15 minutes**:

- i. Truck driver comes in via in-gate
- ii. Truck driver presents the equipment interchange report issued to him at the point of exit.
- iii. Condition of container is verified and remarked upon by gate clerk.
- iv. Equipment operator offloads container.
- v. Truck driver moves to exit gate and is issued a final equipment interchange report by out-gate clerk
- vi. Truck driver exits the Terminal.

14.0 COMPLAINTS/ CLAIMS HANDLING DESK

All formal complaints/claims to Emmy Frank Nig. Ltd container Terminal will be acknowledged in writing within 24 hours of receipt. All complaints/claims should be submitted to the Terminal Manager in writing attaching all relevant documents/proof.

All complaints/claims will be attended to within 48 hours from time of receipt and where the complaints/claims could not be resolved within the stipulated time, the complainant/claimant will be notified in writing with reasons.

When an agreement is reached on a claim between Emmy Frank Nig. Ltd. Container Terminal and the claimant, settlement will be effected within ten working days.

15.0 GLOSSARY

ATL: Authority to Load

Container: A box made of aluminum, steel or fiberglass used to transport cargo by ship, rail, truck or barge. Common dimensions are 20' x 8' x 8' (called a TEU or twenty-foot equivalent unit) or 40' x 8' x 8', called an FEU. Variations are collapsible containers, tank containers (for liquids) and "rag tops" (open-topped containers covered by a tarpaulin for cargo that sticks above the top of a closed box). In the container industry, containers are usually simply called boxes.

DO: Delivery Order

GPO: Gate Pass Officer

TDO: Terminal Delivery Order

TDD: Terminal Delivery Desk

Manifest: The ship captain's list of individual goods that make up the ship's cargo.

Terminal: The place where cargo is handled is called a terminal (or a wharf).

The terminal: Emmy Frank Nig. Ltd Container Terminals

TAT: Turnaround Time.

Yard: A vast space used to accommodate containers to be loaded or unloaded.