

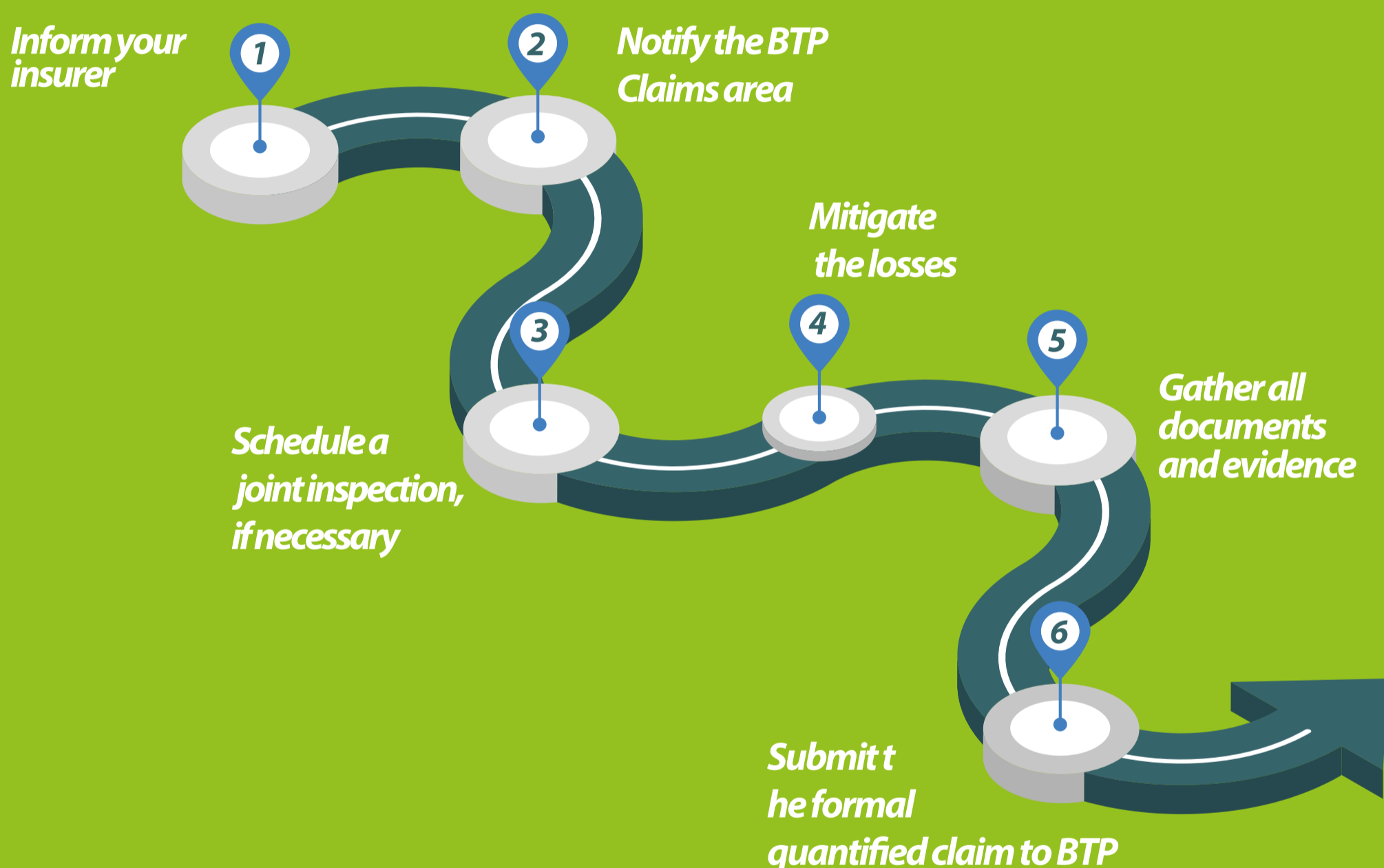
PROCEDURES AND DAMAGE GUIDE



Brasil Terminal Portuário is always looking for ways to improve service to its clients and partners. Therefore, it is in our interest to seek to resolve all complaints presented, in the best possible way for both parties.

So, thinking about always improving the service to our clients and partners, we prepared this guide to promote the necessary transparency in relation to our procedure of faults, damage, reimbursements and to make this process as efficient and simple as possible.

Steps to be followed by the partner:



1) Inform your insurer

In the event of faults or damage, extraordinary expenses resulting from operational failures, etc., we recommend that you inform your insurer immediately. The insurer will be able to guide you through all the procedures necessary to obtain the appropriate insurance coverage according to the conditions established in your contracted policy.

2) Notify the BTP Claims area

You must notify BTP's Claims area detailing the faults, damage or irregularities within the legal deadline, since protests issued after this period can jeopardize the calculation of losses and even worsen the losses.

3) Schedule a joint inspection if necessary

The joint inspection is not mandatory, but inviting the parties involved in advance is a recommended practice to preserve the rights and interests of the respective insurers. When deemed necessary, you may invite BTP to carry out a joint inspection. BTP's participation is also a prerogative and will be analyzed considering all the facts and evidence presented.

The joint inspection helps the parties to quantify the damage, point out possible causes and help to mitigate losses. Inspectors usually prepare a joint report, which will help you to settle your claim with BTP.

Ideally, the inspection should take place in the shortest possible time and right after the damage is discovered, in order to ensure that losses are properly calculated, losses are reduced and that you analyze the feasibility considering the costs and advantages involved.

4) Mitigate damage

To comply with applicable law, you must use your best efforts to mitigate your losses and avoid the extent of damage.

Whenever possible, damaged cargo and/or goods should be segregated for reuse, repair or alternative use, and costs demonstrably necessary for mitigation may also be included in your reimbursement request.

5) Gather all documents and evidence

It is necessary that you carry out a photographic record of the damage as well as of the loads that may not have been damaged, in order to show the difference between them and to have greater clarity of the proportion of damage.

Then all applicable receipts and photographic records must be collected for submission to BTP.

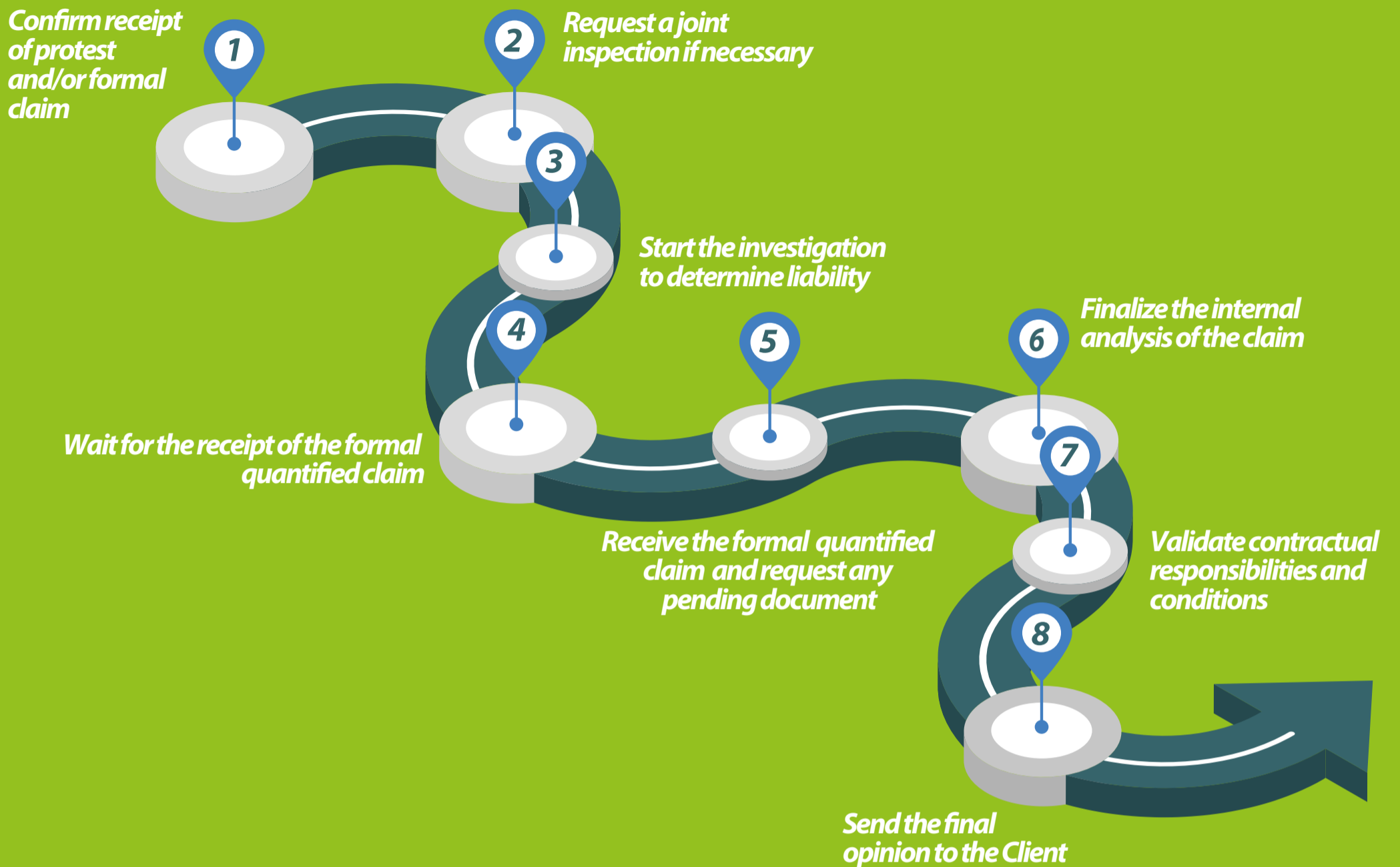
- **Photos**
- **Cargo documents**
- **Documentation of the damaged asset**
- **Notification to BTP**
- **Inspection report**
- **Proof of repair of the damaged asset**
- **Operational failure report**
- **Proof of costs and expenses incurred**

This will help us to analyze efficiently and quickly what happened, as well as determine the responsibilities and extent of your refund request. Other documents may be requested depending on the type of claim made.

6) Submit the formal quantified claim to BTP

After collecting the documents and final determination of the damage incurred, you must submit the formal claim to BTP, sending all applicable documents, evidence and receipts to the email claims@btp.com.br.

Steps to be followed by BTP:



Since 05/10/2022, the receipt of protest letters must be made exclusively through our website (www.btp.com.br > Services and Solutions > Request for protest letter).

To speed up the calculation of losses and preserve the interests of your insurer, we recommend complying with the legal deadline of up to 10 days for sending the letter.



Frequently Asked Questions

See it on the next page.

1

What are the procedures to be adopted by BTP when reporting any type of damage to the ship during loading/unloading operations?

After finding the damage and issuing the Damage Report by the ship's crew, BTP will confirm receipt of the protest without acknowledging responsibility and will carry out an internal occurrence record for further investigation by the responsible areas, which will indicate the assumption of responsibility or the absence of fault for the alleged damage.

Will BTP carry out the necessary repair indicated by the ship's command?

2

The repair must always be carried out by the shipowner, at its own expense, at the appropriate time and in the most economically viable and safe way possible, and may even occur while the ship is moored at our terminal premises. When there is an intention to pass on costs and, when applicable, it is also recommended to inform in advance the cost estimate (material and labor) to give the BTP Insurance Company the right to prior inspection, especially in the case of major damage.

3

Will BTP reimburse the shipowner in all cases of damage found?

No. Compensation will depend on the unequivocal confirmation of BTP's responsibility, that is, on proof that BTP caused the damage pointed out by the shipowner. Therefore, it is necessary for the shipowner to present the formal claim with all documents and other applicable evidence such as, but not limited to, videos, photos, formal notifications, description of repair services, technical reports as well as proof of costs involved in the damage in question.

It should be noted that the signature of the Damage Report or the receipt of the protest by BTP, by itself, does not constitute acceptance and/or acknowledgment of responsibility, since this will always be conditioned to the evidence presented by the shipowner and the validation of the technical staff of BTP.

How long will it take before there is a response to the claim submitted to BTP?

4

The Claims Department will analyze the documentation, as well as the facts that occurred with the technical areas, reverting within a maximum period of 30 days, with its final opinion. If BTP's liability is proven, reimbursement will be made after the signing of the Discharge Agreement, following the terms and conditions set out in the contract signed between the Parties.

5

Are all containers received by BTP inspected?

Yes. All cargo units received by BTP are previously inspected in the "Visual Checking" modality, which basically consists of inspecting the container structure and the security device (seal) to guarantee the inviolability of the cargo while it remains in custody and responsibility of the Port Operator. In carrying out the inspection, we adopt the best market practices, the applicable regulations in force and also the instructions of the shipowners themselves. The conditions of receipt and exceptions for damage made by BTP will always be available in real time via the Internet through the Client Portal.

How should I proceed if my container is rejected at BTP's Gate IN?

6

A container is only rejected if it presents unsafe conditions for transport, merchandise and/or port movement, or when it does not meet safety standards, such as the lack of the CSC Plate, for example, given the minimum safety conditions required for international transport. If the container is rejected, it will only be accepted by BTP if it corrects and/or repairs the irregularities pointed out by our inspectors, that is, without damage that compromises the safety of the cargo, transport and/or handling.

7

What is the purpose of the exceptions indicated in the Term of Faults and Damage and made available through the BTP client portal?

The reservations made by BTP are intended to point out which are the original damage of the respective container, that is, the way in which the container was received at BTP's premises. Therefore, such damage will not be, under any circumstances, the responsibility of BTP.

Are there possibilities to change the reservations made in the term after it was issued?

8

No. The change of term cannot occur, considering that the document is also intended for customs purposes and is drawn up exclusively upon receipt to certify the condition of arrival of the container.

If any damage occurs on BTP's premises and subsequent to receipt of the container, the client will be notified for immediate measures and may also schedule inspection procedures for joint investigation whenever deemed necessary. In the event of damage, a claim must be formalized with the Claims Department with the presentation of all relevant documents and evidence for responsibility analysis.

9

How do I get photos of the container and/or identified damage to the unit while in the terminal's premises?

The client must request the positioning of the unit via the BTP website (www.btp.com.br) with the reason "Photograph". The service will be charged according to the public rate, unless there is a rate commercially agreed between the client and BTP.

10

Can BTP carry out the repair of damaged containers?

BTP does not carry out repairs to containers, however, in order to mitigate any damage to the cargo, BTP carries out the necessary palliative repairs to the unit and with the exclusive purpose of mitigating risks and the exposure of goods packed in containers.

If necessary, the client must arrange for the exchange of equipment, always with the right support of BTP.

To remove a damaged container, will BTP issue a specific document for the carrier and support the return of the container?

11

The only document available related to the malfunctions of any unit is the Term of Faults and Damage - TFA, which can be accessed through the Client Portal on BTP'S website (<https://tas.btp.com.br/b2b/consultacontainer>). All damaged containers, as long as they present safe conditions for transport, must be removed normally from the terminal, regardless of the origin of the damage. If the client and/or carrier incur losses resulting from the damage and understands that BTP is the cause of these, they must remove the container as scheduled and submit a formal claim, presenting all proof of the costs involved, so that the responsible areas can the due analysis of responsibility.

12

If it considers it necessary to carry out the joint inspection, will BTP participate?

Joint inspections can be scheduled by clients whenever they deem appropriate and invitations must be directed to the BTP Claims department within a minimum period of 48 hours. Within this period, BTP will respond to the invitation confirming participation or justifying the reason why it will not be present.

13**Can I have access to the terminal's internal footage?**

No, the footage from the Terminal cannot be made available, as they are intended for container consultation only and exclusively for customs purposes, that is, the footage exists to meet legal and inspection demands with the competent authorities.

Will BTP reimburse the carrier in all cases of damage found to the vehicle during loading or unloading at the terminal?**14**

Reimbursement will depend on the unequivocal confirmation of BTP's responsibility. Therefore, it is necessary for the carrier to present the formal claim with all the evidence, as well as 3 (three) quotes for the repair of the damage. The acceptance of the formal complaint by BTP, by itself, does not imply acceptance and/or acknowledgment of responsibility by the Terminal.

15**How long will it take before there is a response to the claim submitted to BTP??**

The Claims Department will analyze the documentation, as well as the facts that occurred with the responsible areas, reverting within a maximum period of 30 days with its final opinion. If BTP's responsibility remains proven, payment will be made after signing the Discharge Agreement.