

**GENERAL CONDITIONS OF SERVICES
(effective from 08.03.2023.)**

1. TERMS

1.1. RCT:

Name:	SIA "RĪGAS CENTRĀLAIS TERMINĀLS"
unified registration number:	40103626836
VAT registration number:	LV4103626836
Legal address:	Eksporta iela 15 k-1, Rīga, Latvia, LV-1045
e-mail address for CUSTOMER'S applications and exchange of operative information:	forwarding@rigaport.lv
e-mail address regarding customs formalities:	customs@rigaport.lv
e-mail address for notifications/letters, etc. signed with a secure electronic signature and containing a time stamp:	info@rigaport.lv
email address for billing information:	rekini@rigaport.lv

- 1.2. **CUSTOMER:** any natural or legal person who requests/receives RCT services or with whom there is concluded a valid Agreement.
- 1.3. **RCT services:** any services provided by RCT to the CUSTOMER, for example:
- 1.3.1. cargo transshipment;
 - 1.3.2. cargo storage;
 - 1.3.3. use of RCT berths and ship supply;
 - 1.3.4. securing, packing, marking, weighing, sorting and accounting of cargo, as well as transportation and other similar cargo operations;
 - 1.3.5. rent/use of premises/territory;
 - 1.3.6. provision of equipment (with equipment operator);
 - 1.3.7. freight forwarding;
 - 1.3.8. services related to customs formalities.
- 1.4. **General Conditions:** these general conditions of services, according to which RCT provides its services to the CUSTOMER.
- 1.5. **Agreement:** Written agreement between RCT and the CUSTOMER on the provision of an RCT service. The Agreement is prepared on the basis of the information submitted by the CUSTOMER. RCT is entitled not to provide RCT Services if no Agreement has been concluded with the CUSTOMER.
- 1.6. **Commercial offer:** RCT's offer to the CUSTOMER for the provision of RCT services requested by the CLIENT, which is expressed before the conclusion of the Agreement or the start of cooperation and specifies tariff rates and terms of RCT services, regardless of whether it is expressed in an e-mail or paper form. The commercial offer is valid (1) until the end of the term specified in it or (2) until the date of entry into force of the Agreement (3) or, if the term is not specified in the Commercial Offer and the Agreement has not been concluded - 3 months from the day of sending the Commercial Offer to the CUSTOMER (taking into account which circumstance occurs earlier).

If the CUSTOMER or its representative delivers any cargo or any Vehicles to RCT Territory (including to RCT berths) or receives any RCT Service, this automatically confirms that the CUSTOMER has recognized the General Conditions and Commercial offer as binding on the



CUSTOMER and undertakes to comply with them even if no Agreement is concluded or CUSTOMER's approval of the Commercial offer has not been received.

- 1.7. **General RCT tariffs:** tariffs for provided RCT services, which are published on the website www.rigaport.lv and which are binding on the CUSTOMER (1) in cases determined in General Conditions, Agreement and elsewhere, (2) in the case no Agreement has been concluded with the CUSTOMER and no Commercial offer has been sent to the CUSTOMER, and (3) in the case when the Commercial offer/Agreement does not specify the tariffs for RCT services.
- 1.8. **Cargo:** Any type of items or goods with any packaging that strengthens and supports the cargo specified in the Agreement and/or the CUSTOMER's Application.
- 1.9. **Dangerous Goods:** Any type of items or goods specified in the Agreement and/or the CUSTOMER's Application which are referred to in the International Maritime Dangerous Goods Code (IMDG Code), the European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR), the Convention concerning International Carriage by Rail (COTIF) Appendix C "Regulations concerning the International carriage of Dangerous Goods by Rail" (RID).
- 1.10. **Vehicle:** any ship (including barge and other floating craft), car, wagon, trailer, container, tank or other vehicle or other means of transport used for the carriage of Cargo.
- 1.11. **RCT territory:** area in which RCT provides its services, including RCT berths and RCT warehouses.
- 1.12. **RCT berths:** a berth, which is located in the port of Riga and from which RCT service is provided.
- 1.13. **Application or CUSTOMER's Application:** CUSTOMER's request to provide RCT services.
- 1.14. **Laytime:** laytime of the ship at RCT berth where the ship is loaded/unloaded or otherwise serviced.
- 1.15. **Laycan:** a period of four days during which the CUSTOMER must submit a notice of the ship's readiness to moor at RCT berth for loading/unloading of Cargo.
- 1.16. **LR:** the Republic of Latvia
- 1.17. **Working Day:** day from Monday to Friday, unless the relevant day is a holiday or public holiday specified in the regulatory enactments of LR.
- 1.18. **Holiday:** Saturday, Sunday and a holiday and public holiday specified in the regulatory enactments of LR.
- 1.19. **Sanctions:** any commercial, economic or financial sanctions, embargoes or restrictive measures imposed or administered by the United Nations Security Council, the European Union, LR, the Government of the United States of America (including the U.S. Department of Treasury Office of Foreign Assets Control (OFAC)), an Member State of the European Union or of the North Atlantic Treaty Organization and/or the authorities of the above-mentioned organisations
- 1.20. **Party:** RCT or CUSTOMER.
- 1.21. **Parties:** RCT and CUSTOMER.

2. APPLICATION OF GENERAL CONDITIONS

- 2.1. These General Conditions are binding on the CUSTOMER. If the CUSTOMER or its representative delivers any cargo or any Vehicles in RCT territory (including at RCT berths) or receives any RCT service, this automatically means that the CUSTOMER has recognized General Conditions and Commercial offer as binding on the CUSTOMER and undertakes to comply with them even if no Agreement is concluded.
- 2.2. RCT has the right to unilaterally amend General Conditions by notifying the CUSTOMER

thereof in writing at least 30 (thirty) days in advance and indicating where the new General Conditions can be read or by sending the new General Conditions to the CUSTOMER. The new General Conditions are binding for the new CUSTOMER from the start of cooperation, but for the existing CUSTOMER from the 31st day from the sending of RCT's notification. In case the CUSTOMER disagrees with the new General Conditions, the CUSTOMER is obliged to inform RCT in writing within 14 (fourteen) days from the sending of RCT's notification of amendments to General Conditions, and in this case the Agreement/cooperation is considered terminated on the day the new General Conditions enter into force unless the Parties agree otherwise. If the CUSTOMER does not respond to RCT's notice, it is considered that the CUSTOMER has tacitly approved the new General Conditions and undertakes to comply with them.

3. PROCEDURE FOR REQUESTING RCT SERVICES

- 3.1. RCT shall not be liable for the non-execution of CUSTOMER's Application that has not been approved by RCT in writing, nor for the consequences arising from execution of an erroneous CUSTOMER's Application.
- 3.2. All operational correspondence between RCT and the CUSTOMER in connection with the CUSTOMER's Application, its approval, conditions, execution, RCT services, ship processing, etc. takes place using the e-mail addresses specified in the Agreement, but if the Agreement is not concluded, the e-mail addresses used for sending the CUSTOMER's Application to RCT and for sending RCT reply to the CUSTOMER. Relevant e-mail correspondence is considered as evidence of the will expressed by the CUSTOMER and RCT in connection with the sending, approval of the CUSTOMER's Application, RCT Services and their conditions, processing and execution. This type of correspondence is not applicable if the laws and regulations of LR or a special agreement stipulate other procedures, as well as do not apply to any changes in the Agreement and its integral parts and tariffs (changes) to be approved (concluded) by signatures of RCT and CUSTOMER's authorized representatives.
- 3.3. RCT shall review the CUSTOMER's application within 2 (two) Working Days from its receipt and, if RCT agrees to provide RCT service specified in the CUSTOMER's Application, send the CUSTOMER a confirmation and the conditions for providing RCT Service (if any). The CUSTOMER must confirm the conditions of providing RCT Service with a reply e-mail, otherwise it will be considered that the CUSTOMER has rejected them and RCT service will not be provided.
- 3.4. The CUSTOMER is obliged to submit a written power of attorney to RCT regarding the persons who are entitled to submit the CUSTOMER's Application on behalf of the CUSTOMER, approve the documents prepared by RCT, resolve operational issues and complete the necessary formalities in RCT territory. In the event that the CUSTOMER does not submit the relevant power of attorney, RCT at its own discretion is entitled to (1) refuse to provide RCT service to the CUSTOMER or (2) consider as authorized persons those persons specified in the e-mail with which the CUSTOMER's Application and other information related to the CUSTOMER's Application was sent, and in this case the CUSTOMER is obliged to recognize the actions of the relevant persons as binding to the CUSTOMER.
- 3.5. The CUSTOMER is not entitled to attract third parties for the provision of services related to the Cargo handling and necessary for the CUSTOMER in RCT territory without prior written consent of RCT.
- 3.6. The CUSTOMER is obliged to submit all information and documents necessary for the performance of RCT services or facilitate it, immediately, but not later than within 1 (one) Working Day from the receipt of RCT's request.
- 3.7. When applying for RCT services, the CUSTOMER must comply with the laws and regulations of LR related to Cargo handling and customs law. RCT, without submitting an additional claim to the CUSTOMER, is entitled to issue an invoice to the CUSTOMER, and the CUSTOMER is obliged to pay the invoice issued by RCT for the actual costs of RCT incurred



due to the fact the CUSTOMER did not comply with the requirements of this paragraph.

4. TERMS OF PROVISION RCT SERVICES

General terms

- 4.1. RCT services are provided in accordance with RCT's internal technologies (technological schemes), which RCT determines independently. RCT is entitled, without prior coordination with the CUSTOMER, to involve third parties in the provision of RCT services and in this case RCT is fully responsible for the performance of the involved third parties.
- 4.2. Vehicles are serviced in accordance with the CUSTOMER's Application, which has been approved by RCT. If a specific Cargo handling time has not been agreed prior to the commencement of Cargo handling, RCT shall not be liable for any costs or expenses related to Cargo handling time (duration) and/or incurred due to non-timely provision of RCT services.
- 4.3. RCT is not responsible for ordering a Vehicle, unless RCT and the CUSTOMER have agreed otherwise.
- 4.4. When accepting or issuing Cargo, the CUSTOMER or its authorized representative has the right to participate in the Cargo handling process.
- 4.5. The CUSTOMER is obliged to submit RCT all certificates/measurements made in RCT Territory and related to the Cargo or RCT and issued by the CUSTOMER or its authorized representative (appointed surveyor) within 3 (three) Working Days after the measurement is made or the certificate is issued. The CUSTOMER must inform RCT about the relevant measurements in advance and RCT is entitled to attend the measurement process. The results of measurements of which RCT has not been notified in advance shall not be considered as evidence of improper performance or non-performance of RCT's obligations.
- 4.6. By concluding the Agreement, the CUSTOMER coordinates with RCT non-standard cargo transshipment technological schemes, mechanisms and auxiliary devices to be used. If the provisions of this paragraph are not coordinated when concluding the Agreement, RCT is entitled to independently determine the technological schemes of non-standard Cargo transshipment, the mechanisms and auxiliary devices to be used.
- 4.7. RCT is not responsible for possible damage to the Cargo and Vehicles if the actual weight, centre of gravity or slings of the Cargo do not comply with the CUSTOMER's documents, as well as if the CUSTOMER's additional materials do not meet the standard. In this case, the CUSTOMER assumes full responsibility for covering any its losses, losses of third parties and RCT.
- 4.8. RCT secures the Cargo or removes the fastenings for the Cargo only if it is specified in the Agreement/Commercial offer and the CUSTOMER has requested this in writing in the CUSTOMER's Application, providing instructions for securing the Cargo/removing the fastenings.

The time when RCT services are provided

- 4.9. RCT Service "ship loading/unloading" is provided continuously (24/7) except on such public holidays of LR: 1st January, 1st May, 4th May, Good Friday, Easter Sunday, Easter Monday, 23rd June, 24th June, 18th November, 24th December, 25th December, 26th December and 31st December.

RCT services regarding customs formalities are provided on Working Days from 7:00 to 21:00 and Holidays from 8:00 to 20:00.

Other RCT Services are provided on Working Days from 8:00 to 20:00.

- 4.10. If RCT and the CUSTOMER agree on the provision of RCT Services outside the time specified in paragraph 4.9 of General Conditions, the following coefficients shall be applied to the tariffs of RCT services:
 - 4.10.1. if RCT service is provided on Working Days, Saturdays and Sundays - 1.5.

4.10.2. if RCT service is provided on public holidays and holidays specified in the regulatory enactments of LR - 2.0.

RCT's rights to suspend the provision of RCT services

4.11. RCT has the right to suspend the provision of RCT services, without indemnifying the CLIENT for any losses:

4.11.1. if the wind speed exceeds the regulations of the Freeport of Riga (10 meters per second) or the air temperature is lower than -25 degrees Celsius, as well as in case of precipitation (rain, snow) if precipitation can damage the Cargo;

4.11.2. if the CUSTOMER delays the payment of the invoice issued;

4.11.3. if the CUSTOMER does not prove its right to the cargo and/or the Vehicle within 1 (one) Working Day from the receipt of RCT's request;

4.11.4. if the CUSTOMER has not signed the general form act in cases specified in paragraph 4.15. of the General Conditions;

4.11.5. if, after mooring the ship at RCT berths, the type or amount of cargo is changed and in RCT's opinion it affects safety or poses a danger or adversely affects the provision of RCT services to another customer. In this case RCT has right to request the ship to leave RCT berth immediately;

4.11.6. In other cases specified in General Conditions.

4.12. In all cases when RCT suspends the provision of RCT services in accordance with the Agreement and/or the General Terms and Conditions, RCT is not responsible for any losses of the CUSTOMER and third parties caused by the suspension of RCT service. Cargo storage is not interrupted/suspended and the fee for it is calculated and payable in accordance with the provisions of the Commercial offer or the Agreement, its annexes and the General Conditions.

4.13. The provision of RCT services is resumed within 1 (one) Working Day from the moment when the cases specified in paragraph 4.11 of the General Conditions cease to exist.

Preparation of the General form act

4.14. RCT immediately informs the CUSTOMER through e-mails if, upon acceptance of the Cargo or before the start of Cargo processing, RCT determines that:

4.14.1. the Cargo is damaged, has inappropriate packaging or similar (including in case of obvious shortages of the Cargo/inconsistency with Cargo weight specified in the Cargo accompanying documents), and/or;

4.14.2. Cargo cannot be transhipped using technological schemes determined by RCT, which is why it is necessary to provide unforeseen RCT services to ensure Cargo transshipment, and/or;

4.14.3. RCT Services cannot be started or cannot be fully and/or qualitatively provided due to the CUSTOMER's fault (untimely delivery of the Vehicle, unprepared documents, etc.) and/or;

4.14.4. Cargo waste or waste left by the CUSTOMER has occurred in RCT territory and it is necessary to determine its quantity, and/or;

4.14.5. it is necessary to determine an event/fact related to Cargo handling.

If the CUSTOMER or its authorised representative does not participate in the cargo transshipment process, the CUSTOMER or its authorised representative must immediately, but not later than within 1 (one) hour from the moment of sending RCT's notification, arrive in RCT territory to determine the relevant fact and sign the General form act.

RCT has the right to suspend cargo processing until the General form act is signed.

If the CUSTOMER or CUSTOMER's authorised representative does not arrive in RCT territory within the term specified in this paragraph to determine the relevant fact, RCT has the

right at its own discretion (1) either to unilaterally draw up and sign a General form act, which is binding on the CUSTOMER and cannot be disputed, and to start Cargo processing, including providing unforeseen RCT Services by charging the CUSTOMER for unforeseen RCT Services, or (2) wait for the arrival of the CUSTOMER or its authorised representative without providing RCT Services, in which case the CUSTOMER shall pay RCT for downtime.

The downtime period starts from the 2nd (second) hour from the moment of sending RCT's notification specified in this paragraph.

Waste management

- 4.15. The CUSTOMER is obliged to pay RCT the fee specified in General RCT tariffs for the management of Cargo waste and waste left by the CUSTOMER (a third party engaged by it) in RCT territory.
- 4.16. To determine the quantity of Cargo waste or waste left by the CUSTOMER (a third party engaged by it) in RCT territory, RCT and the CUSTOMER or it's authorized representative sign the General form Act on the quantity of waste (if any):
 - 4.16.1. Each time after Cargo is loaded in the Vehicle and taken out from RCT territory;
 - 4.16.2. each time after the Cargo is unloaded from the Vehicle in RCT territory;
 - 4.16.3. once a month no later than by the last date of the relevant month (regardless of whether the Cargo has/has not been taken out of RCT territory in the relevant month)
 - 4.16.4. each time RCT determines the waste left by the CUSTOMER (a third party engaged by it).

If the CUSTOMER refuses to sign General form act on the quantity waste or does not arrive at RCT territory within a specified time to determine the quantity of waste, RCT is entitled to unilaterally determine the quantity of waste and draw up and sign a General form act, which is binding on the CUSTOMER and cannot be disputed.

5. TARIFFS AND PAYMENT TERMS

- 5.1. The amount of payment for RCT Services is calculated according to the tariff rates specified in the Commercial offer or Agreement, its annexes. The amount of payment for (1) unforeseen RCT Services, for (2) RCT Services which tariffs are not indicated in Commercial offer or Agreement, its annexes, and for (3) downtime of RCT, is formed by multiplying the actual time of provision of RCT services/downtime, the number of employees involved, the number and type of technical units involved and relevant General RCT tariffs. RCT independently determines and records the duration of said RCT services/downtime and the number/type of people and technical units involved.
- 5.2. The tariffs indicated in the Commercial offer, Agreement, its annexes as well as in General RCT tariffs are exclusive of the value added tax (VAT) rate specified in the normative acts of LR and the CUSTOMER is obliged to pay the calculated VAT simultaneously with the fee for RCT services.
- 5.3. RCT is entitled not later than once a calendar year and not earlier than 12 months from the date of concluding the Agreement to unilaterally change RCT service tariffs/fees specified in the Agreement and set them in accordance with inflation rates and average wage increase rates in the LR, notifying the CUSTOMER in writing at least 30 (thirty) days in advance.
- 5.4. RCT has the right to unilaterally amend General RCT tariffs by notifying the CUSTOMER thereof 30 (thirty) days in advance and publishing the new General RCT tariffs on the website www.rigaport.lv. The new General RCT Tariffs are binding for the new CUSTOMER from the start of cooperation, but for the existing CUSTOMER from the 31st day after RCT's notification is sent.

In case the CUSTOMER disagrees with the new General RCT tariffs, the CUSTOMER has

the right to terminate the cooperation/Agreement in accordance with the procedures specified in the General conditions, unless the Agreement provided for other procedure for termination of the Agreement. If the Agreement provides for other procedures for termination of the Agreement and the increase in General RCT tariffs does not exceed 10%, the CUSTOMER does not have the right to unilaterally terminate the Agreement based on the amendment of General RCT tariffs.

General RCT tariffs are an integral part of General conditions.

- 5.5. RCT shall issue invoices to the CUSTOMER in electronic or paper form. An invoice shall be deemed submitted in electronic form and without the "signature" detail shall be equivalent to the submission of the original invoice referred to in the Agreement, if RCT indicates the details specified in the Law on Accounting, as well as other details within the meaning of the Value Added Tax Law in the invoice, and if RCT sends the invoice to the CUSTOMER's e-mail address specified in the Agreement, but if the Agreement has not been concluded - to the e-mail address from which RCT received the CUSTOMER's Application. An invoice shall be deemed received on the day when RCT has sent it to the CUSTOMER to its e-mail address.
- 5.6. If the CUSTOMER does not agree with the invoice issued by RCT, then the CUSTOMER is obliged to submit a written justified claim to RCT within 5 (five) Working Days from the date of receipt of the invoice. If RCT does not receive the CUSTOMER's claim within the specified term, it is considered that the CUSTOMER has no claim regarding the respective invoice and the information specified therein.
- 5.7. The CUSTOMER is obliged to pay all invoices issued and submitted to it within 5 (five) Working Days from the date of receipt of the invoice.
- 5.8. Invoices for Cargo storage RCT issues and submits to the CUSTOMER once a month for the current calendar month. If the Parties have agreed on a fixed fee for the storage of the Cargo (which does not depend on the amount of the stored Cargo), RCT shall issue and submit to the CUSTOMER an invoice for the first and last month of the Cargo storage, but subsequent invoices for Cargo storage RCT shall issue and submit to the CUSTOMER once a month for the current calendar month (except for the last month of the Cargo storage term).
- 5.9. In case it is planned to remove (ship) the whole amount of the Cargo (or one type of the Cargo) from RCT territory or in case the value of the remaining Cargo in RCT territory will be less than the amount of the CUSTOMER's payment obligations to RCT, the CUSTOMER is obliged to make an advance payment for the storage of the Cargo to be removed from RCT territory as well as for RCT Services related to the removal of the Cargo and to cover all payment obligations to RCT. RCT has the right not to provide RCT services related to Cargo removal (including, but not limited to Cargo leading services) if the CUSTOMER has not fulfilled its payment obligations stated herein.
- 5.10. The CUSTOMER shall pay RCT late payment interest for the delay in payment of the invoice issued by RCT: 0.5% per day of the outstanding amount for each day of delay.
- 5.11. The CUSTOMER's payment shall be deemed made when the funds have been received in RCT's account.
- 5.12. Any payment of the CUSTOMER shall first be directed to the repayment of late interest, contractual penalty, and then to the repayment of the principal debt.

6. SHIP APPLICATION, ACCEPTANCE, HANDLING AND LAYTIME CALCULATION

Ship pre-handling activities:

- 6.1. The CUSTOMER is obliged to submit to RCT the planned time of arrival of ships at RCT berths in the next month (hereinafter – Ship plan) no later than the 25th date of the month. RCT approves or rejects the Ship plan within 5 (five) Working days from its receipt. In case of non-response, it is assumed that the Ship plan has not been approved by RCT (has been rejected).



- 6.2. The CUSTOMER no later than 7 (seven) days before the day when the ship plans to arrive in the port of Riga, must coordinate with RCT ship's Laycan and submit a ship assignment stating the ship name, ship description, name of Cargo to be unloaded/loaded, its quantity, weight and other necessary information.

The CUSTOMER's request to coordinate the ship's Laycan times may be submitted on Working Days from 08.00 to 17.00. If the CUSTOMER's request is submitted outside the specified time, it will be considered that the CUSTOMER has submitted the request on the next Working day at 8:00.

RCT coordinates the Laycan time of the ship not later than within 2 (two) Working Days from the day of receipt of the CUSTOMER's request. RCT is entitled not to coordinate the ship's Laycan if the CUSTOMER has not fulfilled the obligation specified in paragraph 6.1 of General Conditions or if it does not comply with the Ship plan approved by RCT.

- 6.3. Agents for ships to be unloaded/loaded through RCT berths are nominated by RCT. RCT guarantees that the ship agent nominated by RCT will (1) perform its ship agent duties in such a way as to ensure the arrival of each ship nominated by the CUSTOMER in the port of Riga, (2) duly and in the best interests of the CUSTOMER complete all necessary formalities and comply with the requirements of the laws and regulations of LR and the customs of the Port of Riga regarding the activities of the ship agent, (3) process the documents related to the Cargo and ship entering the Port of Riga, staying in the Port of Riga and leaving the Port of Riga (4) provide the necessary assistance to the master of the ship and will protect the interests of the shipowner, (5) pay the amounts payable in connection with the ship's stay in the Port of Riga in accordance with the instructions of the ship's master or shipowner, (6) keep all interested parties informed of the progress of the ship's loading operations at RCT berths, (7) perform other maritime agency activities.
- 6.4. The CUSTOMER is obliged to send the following information to RCT at least 72 (seventy-two) hours before the arrival of the ship at RCT Berths:
- 6.4.1. the name of the ship;
 - 6.4.2. the planned date and time of arrival of the ship;
 - 6.4.3. the name, quantity, weight and other necessary information of the Cargo to be unloaded/loaded;
 - 6.4.4. a statement regarding the nature of the Dangerous Goods;
 - 6.4.5. Cargo plan;
 - 6.4.6. an independent surveyor/an authorized representative of the CUSTOMER attracted by the Customer to assess the condition and volume of the Cargo;
 - 6.4.7. the maximum draught of the ship before and after unloading/loading;
 - 6.4.8. accompanying document certifying the customs status of the Cargo and applied customs declarations (if any);
 - 6.4.9. accompanying document confirming Cargo purchase - sale or Cargo owner and the value of the Cargo;
 - 6.4.10. compliance of Cargo with the status of strategic cargo;
 - 6.4.11. For strategic Cargoes - dual Use license;
 - 6.4.12. Cargo fumigation plan (if fumigation is planned).
- 6.5. The CUSTOMER is obliged to send to RCT an updated information specified in paragraph 6.4 of General Conditions or a confirmation that there are no changes in the previously provided information at least 48 hours before the arrival of the ship at RCT Berths.
- 6.6. The CUSTOMER is obliged to provide RCT with additional information related to the planned ship and its handling immediately upon receipt of RCT's request.
- 6.7. RCT has the right to amend the Cargo plan by notifying the CUSTOMER thereof no later



than within 2 (two) days from the receipt of the Cargo plan. The CUSTOMER is obliged to coordinate the ship's Cargo plan amended by RCT with the master of the ship, otherwise RCT has the right to refuse to handle the ship.

RCT is entitled to disagree with the changes to the previously agreed Cargo plan, if they adversely affect the provision of RCT Services to another CUSTOMER.

- 6.8. Before starting the ship loading (processing), the CUSTOMER is obliged to inform RCT about the ship's readiness for loading/unloading and to submit the ship's master's notice of readiness for cargo operations, hereinafter - NOR.

NOR may be submitted to RCT on any day and at any time (including Saturdays, Sundays and public holidays (SSHINC)) (24 hours a day, 7 days a week), regardless of whether the ship is at the Riga port roadstead/external Riga port roadstead or not, moored or not, and whether or not the ship has received a bill of health.

- 6.9. Prior to the commencement of ship loading (handling), the CUSTOMER is obliged to submit the following documents to RCT (RCT is entitled not to start ship handling until all documents specified in this paragraph are received and the relevant document waiting time is excluded from Laytime):

- 6.9.1. Ships particulars;
- 6.9.2. Bill of Lading (only if the cargo is unloaded from the ship);
- 6.9.3. A copy of the ship's International tonnage certificate;
- 6.9.4. Cargo Loading Order.

- 6.10. RCT accepts ships for unloading/loading (handling) of Cargo only in the Laycan period agreed with the CUSTOMER. If the estimated time of arrival of the ship is outside the agreed Laycan period and/or the estimated time of arrival of the ship or other changes in the ship's information adversely affect the provision of RCT Services to another ship, the ship whose information/estimated time of arrival has changed shall lose its right to RCT Berths and ship loading/unloading operations. In this case, RCT accepts the relevant ship for loading/unloading Cargo as soon as possible and handles the ship without applying Cargo loading/unloading norms (even if such are pre-determined/agreed), and RCT is not liable for the CUSTOMER's losses.

Laytime calculation:

- 6.11. The Laytime begins 12 hours after RCT has received the NOR, but not earlier than 14:00 on the first Laycan day agreed with RCT. If RCT starts loading/unloading the ship earlier, Laytime starts at the time, when loading/unloading actually began. Laytime ends when RCT has finished loading/unloading the ship.

- 6.12. The following time periods must be excluded from Laytime (regardless of whether RCT performs or not loading/unloading of the ship during the relevant periods):

- 6.12.1. time spent for the ship to enter/leave the port of Riga (including entry and mooring/transfer from/to RCT Berth);
- 6.12.2. the time spent on customs formalities, as well as the working time of other public authorities on board the ship in connection with the border opening/closing procedure or other inspections/operations;
- 6.12.3. the time taken to determine the initial, intermediate and final weights by draught survey;
- 6.12.4. the time when the loading works has been stopped, if (1) the wind speed is 10 m/s and more or (2) when the air temperature is below -25 degrees Celsius, or (3) when there is precipitation during which loading of the Cargo is not possible/allowed. The fact of such adverse weather conditions which interfere with loading operations shall be reflected in the Act of statement, signed by the master of the ship and RCT;

- 6.12.5. the duration of force majeure circumstances;
- 6.12.6. the time when during the suspension of the ship movement by the Port of Riga Traffic Control Service due to meteorological conditions and/or force majeure circumstances there has been a forced suspension of loading/unloading works;
- 6.12.7. the time during which the ship was not handled (1) through the fault of the shipowner or (2) due to damage to the ship as well as (3) other ship-related reasons affecting the operation of RCT;
- 6.12.8. the time spent on ballasting or de-ballasting the ship, lifting and opening hatches.
- 6.12.9. the time for which the ship's loading time has been extended by (1) reducing the Cargo handling speed agreed with the CUSTOMER due to the shipowner's fault, ship's technical parameters or ship damage and/or (2) due to the changes in the previously agreed Cargo plan prior to or during the loading and/or (3) other ship-related reasons affecting the operation of RCT;
- 6.12.10. Waiting time for the arrival of the Cargo required for the full batch of the ship at RCT Territory (after the receipt of the Cargo at the railway station "Zemitāni (3km Rīga-Krasta)");
- 6.12.11. the time when the removal of the CUSTOMER's Cargo from RCT territory is expected in order to place the Cargo to be unloaded from the ship (in case storage volumes are limited);
- 6.12.12. the time spent balancing/compacting the Cargo loaded in the holds of the ship at the request of the ship's master/CUSTOMER;
- 6.12.13. the time of waiting for the CUSTOMER's authorized representative/independent surveyor engaged by the CUSTOMER to perform Cargo related or other measurements and when the relevant measurements are performed;
- 6.12.14. the time during which pilotage services are provided to the ship;
- 6.12.15. the time when the provision of RCT services has been suspended due to the CUSTOMER's failure to fulfill his obligations;
- 6.12.16. Public holidays of LR specified in paragraph 4.9. of General Conditions.

Actions after ship loading/unloading activities:

- 6.13. Upon completion of loading/unloading of the ship, the CUSTOMER is obliged to send to RCT immediately, but not later than within 3 (three) hours after the completion of loading of the ship:
 - 6.13.1. Bill of Lading;
 - 6.13.2. Statement of facts;
 - 6.13.3. Cargo fumigation certificate (if cargo fumigation has been performed);
 - 6.13.4. Intermediate/final draft survey;
 - 6.13.5. Cargo manifest - 1 copy;
 - 6.13.6. Other documents requested by RCT.
- 6.14. The CUSTOMER is obliged to ensure that the ship leaves RCT Berth within 4 (four) hours after the completion of loading/unloading of cargo and after completion of all relevant documents. The CUSTOMER shall pay RCT the fee specified in General RCT tariffs for the use of RCT Berths for each hour exceeded and shall also be liable to RCT for losses incurred by RCT in this regard, unless RCT Berths could not be vacated due to unsuitable navigational conditions, as evidenced by information provided by the Hydrometeorological Service, due to a fire or accident on board.
- 6.15. If, upon an order of any state institutions of LR (customs, police, border control, Captain's Service of the Freeport of Riga Authority), the ship is required to remain at RCT Berths due

to the ship's failure to comply with any formalities or due to any inspections, this shall not be considered Force majeure.

Dispatch/demurrage rules

- 6.16. The norm of loading/unloading the ship is not determined except if RCT and the CUSTOMER have agreed on it in writing.
- 6.17. If RCT and the CUSTOMER have agreed on ship loading/unloading rates in writing, RCT covers the CUSTOMER ship's demurrage expenses related to untimely ship handling, and the CUSTOMER shall pay RCT an additional fee for faster ship handling (dispatch), subject to the following:
- 6.17.1. The CUSTOMER has declared to RCT the ship's demurrage rate and Cargo plan at least 72 (seventy-two) hours before the acceptance of the ship at RCT berth and RCT has confirmed the declared ship's demurrage rate by sending the confirmation e-mail to the CUSTOMER. If RCT's confirmation e-mail is not sent, it is assumed that RCT has not approved the ship's demurrage rate. Confirmation of the ship's demurrage rate cannot be identified as confirmation of the CUSTOMER's Application.
- If the CUSTOMER fails to comply with the provisions of this paragraph (fails to submit the ship's demurrage rate and/or Cargo plan within the relevant term) as well as in case if RCT does not confirm the ship's demurrage rate declared by the CUSTOMER, it is assumed that within the handling of the relevant ship, RCT shall not be liable for the ship's demurrage nor other losses of the CUSTOMER related to the untimely handling of the ship, and the CUSTOMER shall not pay RCT additional fee for faster ship handling (free dispatch/free demurrage);
- 6.17.2. The ship's dispatch rate is 50% of the ship's demurrage rate declared and confirmed in accordance with the procedure specified in paragraph 6.17.1 of General Conditions.

7. CUSTOMS FORMALITIES

- 7.1. RCT ensures the completion of customs formalities in the clearance of the Cargo, if the Cargo is stored in RCT Territory and if RCT and the CUSTOMER have not agreed otherwise.
- 7.2. The CUSTOMER, delivering the cargo to RCT territory (as custom's warehouse), submits to RCT:
- 7.2.1. Cargo customs documents;
- 7.2.2. Cargo accompanying documents (e.g. Packing slips, Specifications, etc.);
- 7.2.3. Transport accompanying documents:
- 7.2.3.1. Bill of Lading, if the cargo crossed the economic space of LR by ship;
- 7.2.3.2. SMGS convention railway transport accompanying document, if the cargo crossed the economic space of LR in a railway wagon;
- 7.2.3.3. CMR convention road transport accompanying document, if the cargo crossed the economic space of LR by car, or a transport consignment note for European Union cargo;
- 7.2.4. accompanying documents confirming Cargo purchase - sale or Cargo owner and the value of the Cargo;
- 7.2.5. other information and documents necessary for completion or simplifying completion of customs formalities (for example, permits, licenses, certificates, specifications, information on the origin of the Cargo, buyer, sellers, etc.).
- 7.3. The CUSTOMER is responsible for the accuracy and truthfulness of the customs documents, documents accompanying the cargo and additional information related to these documents, as well as the information on the cargo (compliance with the actual situation)



submitted to RCT. The CUSTOMER pays the administrative penalties, customs debts applied by the customs authority to RCT, as well as indemnifies RCT for losses incurred/applied due to the documents submitted by the CUSTOMER containing false or inaccurate information or data about the cargo.

- 7.4. If the CUSTOMER submits to RCT derivatives of original customs documents or Cargo accompanying documents (instead of originals), the CUSTOMER is responsible for keeping the original customs documents and documents accompanying the cargo submitted to RCT in accordance with the laws and regulations of LR and the CUSTOMER is obliged to submit the originals of the documents requested by RCT within 1 (one) Working Day upon receipt of a request (this provision is valid even after the expiration of the Agreement (but if the Agreement is not concluded - after the end of cooperation) as long as the relevant documents must be kept in accordance with customs regulations).
- 7.5. The CUSTOMER is responsible for the customs status of the cargo indicated in the Vehicle accompanying documents. If the CUSTOMER is unable to prove the customs status of the Cargo, RCT performs tax calculation for RCT Service in accordance with the regulatory enactments of LR.
- 7.6. When accepting the CUSTOMER's cargo in RCT Territory (as custom's warehouse), RCT informs the CUSTOMER and the customs authority of LR about discrepancies in the Cargo or customs security and further acts in accordance with the instructions of the customs authority of LR. In this case, RCT prepares the Cargo Inspection Act in accordance with the regulatory enactments in force in LR.
- 7.7. If the customs authority has made a decision to perform the Cargo inspection, the CUSTOMER is obliged to cover all RCT's expenses related to the Cargo inspection, incl. expenses for Cargo transportation, weighing, reloading, sampling, unless RCT and the CUSTOMER agree otherwise.
- 7.8. RCT may refuse to process or accept the Cargo or provide RCT Services in cases where the CUSTOMER is unable to present the correct documents accompanying the Cargo within 24 hours from the arrival of the Vehicle in RCT territory.
- 7.9. The CUSTOMER shall cover all RCT's expenses and losses arising from improper performance or non-performance of the CUSTOMER's obligations specified in Chapter 7 of General Conditions, as well as RCT shall not be liable for any losses of the CUSTOMER incurred in such cases.
- 7.10. If the Cargo is not stored in RCT Territory (i.e. direct transshipment "Vehicle - Vehicle" is performed), the CUSTOMER shall independently and at its own expense ensure all customs formalities related to the Cargo (until RCT accepts the Cargo for storage). The CUSTOMER is responsible for the accuracy and truthfulness of the customs documents, the documents accompanying the Cargo and additional information related to these documents for the entire Cargo. The Customer is obliged to submit the information and documents requested by RCT in connection with the Cargo imported into and exported from RCT Territory immediately, but not later than within 1 (one) Working Day from the receipt of RCT's request.
- 7.11. RCT is entitled not to allow the Cargo to be removed from RCT Territory until all the requested information and documents related to the Cargo imported into and exported from RCT Territory have been received from the CUSTOMER.

8. SPECIAL RULES FOR FREIGHT FORWARDING SERVICES

- 8.1. If the provisions set forth in Chapter 8 of these General Conditions conflict with the provisions set forth in other Chapters of General Conditions, the provisions set forth in Chapter 8 of these General Conditions shall prevail in matters related to Freight forwarding services.
- 8.2. Freight forwarding services are provided in accordance with the regulatory General specified in Chapter 3 of the Commercial Law and the provisions of General Conditions.

- 8.3. RCT provides only forwarding services for the Cargo located in the territory of LR. In case of freight forwarding, the CUSTOMER is considered to be the Cargo shipper.
- 8.4. RCT does not perform and is not responsible for insurance, customs clearance, packing and marking of the Cargo handed over for forwarding.
- 8.5. As part of the forwarding service, RCT:
 - 8.5.1. does not assume the responsibility of the Cargo carrier;
 - 8.5.2. does not determine the fee for Cargo transportation and it is covered by the CUSTOMER in the amount specified by the carrier (unless this fee is included in the tariff of Freight forwarding services set by RCT);
 - 8.5.3. does not issue Cargo transport documents on its own behalf;
 - 8.5.4. does not organise Cargo transporting by road.
- 8.6. RCT is entitled to request a prepayment for the Freight forwarding service and the CUSTOMER is obliged to pay it before starting the Freight forwarding service.

9. CARGO ACCOUNTING, CARGO LOSS AND CARGO CONDITION MAINTENANCE

9.1. If the Cargo is stored in RCT territory:

- 9.1.1. RCT accepts and accounts for the imported Cargo in RCT accounting system in the amount specified in the accompanying documents of the Cargo brought into RCT territory, without re-weighing the Cargo.
- 9.1.2. Writing off the Cargo loaded on the ship from RCT accounting system is performed taking into account the weight of the Cargo as indicated in the draft survey of the relevant ship, but if draft survey is not carried out, taking into account the weight of Cargo, as indicated in the accompanying documents of the imported Cargo. Writing off the Cargo loaded into other Vehicles from RCT accounting system is performed taking into account the weight of Cargo, as indicated in the accompanying documents of the Cargo exported from RCT territory.
- 9.1.3. RCT is responsible for maintaining the amount of the Cargo (i.e., for Cargo losses) only if the Cargo is reweighted on RCT railway/truck scales when imported/exported into/from RCT territory (in case of ship handling – if the Cargo weight is determined on the ship's draft survey) and if the CUSTOMER submits RCT documents certifying:
 - 9.1.3.1. Cargo weight unloaded from the relevant Vehicle at the place of unloading;
 - 9.1.3.2. The physical properties (moisture, density etc.) of the Cargo at the time when the Cargo was imported into RCT territory and exported from RCT territory and which was recorded (measured) by an independent surveyor at the time of import/export of the Cargo into/from RCT territory;
 - 9.1.3.3. other documents requested by RCT.

RCT is responsible for maintaining the amount of the Cargo from the moment the Cargo is imported into RCT territory and lasts until the Cargo is loaded into the Vehicle to export it from RCT territory.

Permissible limits of Cargo losses should be considered to determine the extent of RCT's responsibility (see paragraph 9.1.5 of General conditions).
- 9.1.4. If the CUSTOMER does not submit RCT the documents specified in paragraph 9.1.3. of General Conditions within 10 (ten) days from the moment when the Cargo shortage is detected, the CUSTOMER shall pay the administrative penalties and customs debts imposed on RCT by the customs authority.
- 9.1.5. The permissible limits of Cargo losses resulting from RCT services, for which RCT is not responsible, are determined the same as they are indicated for the specific Cargo type in column 4 of Annex 3 to Cabinet Regulation No. 861 of 20 December

2016 "Procedure for Determining the Amount of Loss for Bulk Goods Under Customs Supervision", unless otherwise provided in the Agreement or annexes to the Agreement.

9.1.6. RCT is responsible for maintaining the condition of the Cargo from the moment the Cargo is imported into RCT territory and lasts until the Cargo is loaded into the Vehicle to export it from RCT territory.

9.1.7. In any case, RCT's responsibility for Cargo losses above the permissible limits of Cargo losses and for damaged Cargo is equal to the value of the Cargo specified in the invoice, if it does not exceed the market value of the Cargo on the day of loss/damage, but not more than EUR 870.00 per package or unit or EUR 0.25 per gross kilogram of Cargo (maximum amount of responsibility). Any container or other transport equipment, together with the conditional contents of the cargo, shall be considered as a single package or unit.

9.2. **If the Cargo is stored in RCT territory** (i.e., direct transshipment "Vehicle - Vehicle"):

9.2.1. It is assumed that the amount of Cargo handled (transshipped) by RCT is equal to the amount of Cargo indicated in the accompanying documents of the Cargo exported from RCT Territory (for example, in the ship's Statement of facts and/or intermediate/final draft survey, railway accompanying documents, etc.);

9.2.2. RCT is not responsible for Cargo losses;

9.2.3. RCT is responsible for maintaining the condition of the Cargo during Cargo transshipment. In any case, RCT's responsibility for damaged Cargo is equal to the value of the Cargo specified in the invoice, if it does not exceed the market value of the Cargo on the day of loss/damage, but not more than EUR 870.00 per package or unit or EUR 0.25 per gross kilogram of Cargo (maximum amount of responsibility). Any container or other transport equipment, together with the conditional contents of the cargo, shall be considered as a single package or unit.

10. CUSTOMER'S AND RCT'S LIABILITY

10.1. The CUSTOMER is responsible for the compliance of the work performed by the CUSTOMER and/or the persons involved by the CUSTOMER in RCT Territory with the safety, labor protection, environmental protection, electrical safety and fire safety regulations. The CUSTOMER is obliged to provide the CUSTOMER's involved persons and employees located in RCT Territory with collective and personal protective equipment, as well as to ensure its use. The CUSTOMER undertakes to attract only such persons and employees to perform the work to be performed in RCT Territory, who are acquainted with the risk factors of the work environment and whom the CUSTOMER has briefed on appropriate labor protection, fire safety, environmental safety, etc. In addition, before starting any works in RCT Territory and before the CUSTOMER and/or the CUSTOMER's involved persons/employees visit RCT Territory, to designate respective persons for receiving a single induction briefing from the Labor Protection Department of SIA "Riga Port Management" (tel. 29446442). In case RCT's persons responsible for labor protection or safety find that the CUSTOMER's involved persons or employees performing work specified in the Agreement in RCT Territory/visiting RCT Territory do not comply with labor protection, fire safety and other regulations in force in RCT Territory, RCT's persons responsible for labor protection or safety have the right to request explanations from the person concerned and to expel him/her from RCT Territory, depriving of the issued personal/car pass for RCT Territory. RCT is not liable for losses incurred by the CUSTOMER in this case (including, but not limited to, RCT is not responsible for delay/non-performance of RCT Services) and for non-performance or improper performance of RCT obligations.

The CUSTOMER shall be liable for the consequences of non-compliance with the obligations specified in this paragraph and undertakes to indemnify RCT and any third party for the losses incurred due to the non-fulfilment of the respective obligations.

10.2. RCT is entitled to penalty the CUSTOMER for the violations listed below (for each time):

VIOLATION	Penalty (EUR)
Being or working in RCT territory without a protective helmet, protective shoes, or signal vest (outside the Vehicle)	100,00
Crossing the border of RCT territory in places not intended for it	100,00
Violation of work safety regulations	100,00
Arbitrary demolition of safety railings/fences of dangerous areas	500,00
If the said violation is committed repeatedly	1500,00
Violation of instructions of the person responsible for labor protection, fire safety, or safety in RCT territory	500,00
If the said violation is committed repeatedly	1500,00
Littering of RCT territory, damage to greenery, violation of environmental protection requirements	300,00
If the said violation is committed repeatedly	1500,00
Smoking in RCT territory outside specially designated areas	100,00
Non-fulfillment or improper fulfillment of the CUSTOMER's obligations specified in Commercial offer, Agreement, its annexes, or the General Conditions	250,00

10.3. The CUSTOMER and/or the CUSTOMER's authorized representatives/employees/attracted persons are prohibited from filming or photographing in RCT Territory without prior written consent of RCT.

10.4. RCT is not responsible for:

- 10.4.1. Damage and losses of the Cargo or Vehicle that have occurred before or after the provision of RCT Services in RCT Territory;
- 10.4.2. Damage and loss of the Cargo or Vehicle, if the CUSTOMER has provided erroneous, inaccurate or incomplete data on the applicable technological schemes;
- 10.4.3. Services provided to the CUSTOMER by third parties independently attracted by the CUSTOMER;
- 10.4.4. Losses that occur due to the CUSTOMER or its related third parties not contacting RCT and/or providing RCT with erroneous data or instructions or not providing data and instructions for the execution of the CUSTOMER's Application in accordance with the needs of the CUSTOMER and/or third parties;
- 10.4.5. any claims caused by an unforeseen defect of the equipment provided/delivered by the CUSTOMER;
- 10.4.6. for the CUSTOMER's lost profit/any indirect losses and any liabilities of the CUSTOMER and a third party (contractual or legal).
- 10.4.7. non-fulfillment/improper performance of RCT's obligations if it is due to non-fulfillment/improper performance of the CLIENT's obligations.

10.5. The CUSTOMER is responsible for the removal of the Cargo from RCT Territory by the last day of the validity of the Commercial offer/Agreement, but if the Commercial offer has not been sent and Agreement has not been concluded - by the deadline specified by RCT, otherwise it is considered that the CUSTOMER has handed over the Cargo not removed from RCT territory to RCT for storage on the next day following the last day of the validity of Commercial offer/Agreement or deadline specified by RCT. In such case:

- 10.5.1. RCT is entitled to transport the Cargo to another storage location and the CUSTOMER must reimburse RCT the costs related to the Cargo transportation. The fee for the Cargo transportation is determined in accordance with General RCT tariffs, RCT independently determining and recording the duration of the Cargo transportation and the number/type of people and equipment involved;
- 10.5.2. if the Agreement has been concluded or if the Agreement has not been concluded

but the tariff for Cargo storage was indicated in the Commercial offer - the CUSTOMER must pay RCT such fee for the storage of the Cargo (for the period from the day following the expiry of the Agreement/Commercial offer until the day when the Cargo is removed from RCT territory): Cargo storage tariff specified in the Agreement/Commercial offer in the triple amount;

- 10.5.3. if the Agreement has not been concluded or if the Agreement/Commercial offer does not provide for a storage tariff (including if it is included in another tariff) - the CUSTOMER must pay RCT 1.50 EUR/m²/per month for the storage of the Cargo (for the period from the day following the expiry of the Agreement/Commercial offer/the expiry of Cargo storage period specified by RCT until the day when the Cargo is removed from RCT territory).

The CUSTOMER or its authorized representative must immediately, but not later than within 1 (one) hour from the moment of sending RCT's notification, arrive in RCT Territory to record the storage area and sign the General Form Act. If the CUSTOMER or the CUSTOMER's authorized representative does not arrive in RCT Territory within the term specified in this paragraph to record the relevant fact, RCT has the right to unilaterally draw up and sign a General Form Act, which is binding on the CUSTOMER and cannot be disputed.

- 10.6. Claims for which a General Form Act signed by the CUSTOMER and RCT (in the cases specified in General Conditions signed only by RCT) has not been drawn up shall not be recognized as valid.
- 10.7. Payment of any losses, fines or penalties shall not release from fulfilment of obligations.
- 10.8. If the CUSTOMER independently accounts the amount of the Cargo incoming in/outgoing from RCT Territory and/or independently controls the amount of Cargo balance:
- 10.8.1. RCT is not responsible for the compliance of the imported and exported Cargo quantity with the quantity indicated in the Cargo accompanying documents as well as for the CUSTOMER'S expenses/losses related to the shortage (loss) or surplus of the Cargo, regardless of the circumstances in which the shortage or surplus and the respective expenses/losses have occurred, except to the extent that it occurred as a result of the conduct of RCT;
- 10.8.2. The CUSTOMER is obliged to submit RCT the following reports (in the form of a table) without a separate request from RCT, sending them to RCT e-mail forwarding@rigaport.lv:
- 10.8.2.1. every day until 14:00, information on the volume of the Cargo that is planned to be imported into and out of RCT territory by trucks in the next day, indicating also truck numbers;
- 10.8.2.2. every day until 14:00 for the previous day:
- 10.8.2.2.1. about each wagon: wagon number, number of consignment, date of acceptance, volume of the Cargo;
- 10.8.2.2.2. about each truck: number of truck, number of consignment, date of acceptance/shipment, volume of the Cargo;
- 10.8.2.3. on the next Working Day after the Cargo is loaded on the ship: the amount of the Cargo loaded on the ship, also submitting accompanying documents of ship's Cargo;
- 10.8.2.4. prior the unloading of the ship: accompanying documents of ship's Cargo must be submitted.

11. FORCE MAJEURE

- 11.1. The Parties shall be released from liability for non-performance or improper performance of the Agreement if the non-performance or improper performance has arisen as a result of force majeure. "Force majeure" means an event that has occurred after the conclusion of the Agreement which could not have been foreseen at the time of the conclusion of the Agreement, and the consequences of which cannot be overcome and which did not occur due to the actions of the Party or a person under its control and which makes fulfilment of liabilities under the Agreement not only cumbersome but also impossible. In the event of Force Majeure, the Party referring to it shall immediately notify the other Party in writing of the occurrence of the Force Majeure and within a reasonable time after such notification shall submit to the other Party a Force Majeure Certificate issued by the Latvian Chamber of Commerce and Industry or other competent authority of the country, where the Force Majeure has occurred, which confirms the statement of the Party that the non-performance or improper performance of the obligations under the Agreement has arisen as a result of Force Majeure.
- 11.2. If force majeure lasts for more than a month, Party has the right to unilaterally terminate the Agreement/cooperation, by notifying the other party in writing and fulfilling the obligations arising during the term of the Agreement/cooperation.

12. SETTLEMENT OF DISPUTES

- 12.1. Disputes and disagreements that may arise as a result of or in connection with the performance of the Agreement/cooperation shall be settled by the Parties through mutual negotiations. If the Parties cannot reach an agreement within 30 (thirty) days from the day the dispute arose, each Party has the right to refer the dispute to the court LR in accordance with the laws and regulations in force in LR. If the CUSTOMER is not a legal entity registered in LR or is a natural person who does not have a declared place of residence LR, RCT is entitled to file a claim against the CUSTOMER in any court of first instance of LR.

13. PROCESSING OF PERSONAL DATA

- 13.1. The Parties have the right to process the personal data obtained from each other only for the purpose of ensuring the fulfilment of their obligations specified in the Agreement/General Conditions, observing the requirements for the processing and protection of such data specified in regulatory enactments. The Parties agree to transfer the data of natural persons to each other for processing within the General provisions of the Agreement/General Conditions. The representatives of the Parties who transfer personal data for processing are responsible for providing a legal basis for the transfer of the personal data. The Parties are prohibited from transferring the obtained data of natural persons to third parties, except in cases when the Agreement/General Conditions provide otherwise or the regulatory enactments provide for the transfer of such data. If, in accordance with regulatory enactments, a Party is obliged to transfer to third parties the data of natural persons obtained from each other, then, prior to the transfer of such data, the other must be informed, unless the regulatory enactments prohibit it. The Parties are obliged to ensure a level of protection of the personal data submitted by each other in accordance with the applicable laws and regulations. The Parties shall keep the data of natural persons obtained from each other specified in the Agreement/General Conditions, as well as data of natural persons obtained and stored to ensure the fulfilment of obligations under the Agreement/General Conditions, no longer than the statutory limitation period. The Party is obliged to immediately destroy the personal data obtained from each other as soon as the need to process them to ensure the fulfilment of the obligations under the Agreement/General Conditions ceases to exist.

14. CONFIDENTIALITY PROVISIONS

- 14.1. The Parties are obliged not to disclose to third parties in any way the content of the Commercial offer/Agreement or other documents related to cooperation/Agreement, as

well as technical, commercial or any other information about the other's activities that are not publicly available and have become available to them in the course of fulfilment of liabilities under the Agreement/General Conditions, with the exception of the cases provided for in laws and regulations of LR. The Parties have an obligation to ensure the non-disclosure of such information by their employees/involved persons and the Parties are mutually materially responsible for non-compliance with this confidentiality provision. This provision has no time limit and is not limited by the term of the Agreement/Commercial offer. Violation of the confidentiality provisions gives the right to immediately unilaterally terminate the Agreement and suspend cooperation and the provision of RCT Services by notifying the other in writing. JSC "Riga Port", unified registration No. 40103523241, group companies (subsidiaries, affiliates and parent companies), as well as professional consultants of the Parties shall not be considered third parties, provided that the persons who will have access to this information have read the confidentiality provisions and will undertake to comply with the same confidentiality provisions as set out in General Conditions. The fact of concluding the Agreement, its number, date of conclusion, term until which the Agreement is valid shall not be considered confidential information.

15. CUSTOMER DUE DILIGENCE AND TERMINATION OF THE AGREEMENT

- 15.1. The CUSTOMER is obliged to submit a CUSTOMER identification form and other documents necessary for the CUSTOMER's due diligence within the term specified by RCT, which cannot be shorter than 5 (five) days from the receipt of RCT's request. In case the CUSTOMER does not submit the completed CUSTOMER identification form to RCT and the documents necessary for the CUSTOMER's due diligence within the term specified by RCT, RCT has the right (1) to immediately terminate provision of RCT Services until the CUSTOMER submits the completed CUSTOMER identification form and the requested information related to CUSTOMER due diligence, or (2) to immediately unilaterally terminate the Agreement/cooperation. RCT shall not indemnify the CUSTOMER for any losses incurred in this connection.
- 15.2. The Agreement may be terminated unilaterally before the term (including cooperation, if the Agreement has not been concluded), by notifying the other Party at least 30 days in advance.
- 15.3. RCT has the right to immediately unilaterally terminate the Agreement/cooperation by notifying the CUSTOMER in writing and/or terminate the provision of RCT Services (except Cargo storage), without indemnifying the CUSTOMER for any losses:
 - 15.3.1. if RCT becomes aware that the CUSTOMER has not fulfilled its obligations to JSC "Riga Port", unified registration number 40103523241, or its subsidiaries/affiliates, or;
 - 15.3.2. if the CUSTOMER has provided false information, or;
 - 15.3.3. if the CUSTOMER fails to fulfil its obligations stated in the Agreement, its annexes or General Conditions, or;
 - 15.3.4. if the CUSTOMER violates the provisions of paragraph 10.3. of General Conditions;
 - 15.3.5. if Sanctions have been imposed against the CUSTOMER or any of its officials (including the procurator), owner, or beneficial owner, or if further cooperation/fulfillment of obligations is impossible without violating the Sanctions. Likewise, RCT is not responsible for non-fulfillment or improper fulfillment of its obligations if the cause of non-fulfillment or improper fulfillment is due to the imposition of Sanctions to the Cargo or against the CUSTOMER or any of its officials (including the procurator), owner, or beneficial owner. In case of imposition of Sanctions, RCT's responsibility for maintaining the condition of the Cargo is limited to the validity of the Agreement/cooperation;
 - 15.3.6. in other cases specified in the Agreement, its annexes and General Conditions.
- 15.4. Termination of the Agreement/cooperation does not release the Parties from the

obligations incurred during the term of the Agreement/cooperation.

16. OTHER PROVISIONS

- 16.1. The CUSTOMER is not entitled to assign claims arising from the Agreement, its annexes or General Conditions against RCT to a third party.
- 16.2. Any Party is obliged to inform the other Party of changes in its details and such changes shall become binding on the day when the notification is deemed to have been received, unless a later date of the change is indicated in the notification.
- 16.3. A Party shall send all notifications (except invoices) to the other Party in writing by personal or courier delivery or by registered mail to the other Party's legal address, but all notifications signed with a secure electronic signature and shall contain a time stamp as well as operational information (see paragraph 3.2 of General Conditions) - to the e-mail address specified in the Agreement, but if the Agreement has not been concluded - to the e-mail address from which the CUSTOMER's Application/its confirmation has been received. The notification shall be deemed to have been received:
 - 16.3.1. on the day on which the notification is delivered to the addressee in person;
 - 16.3.2. on the 5th (fifth) day after the day when the notification is handed over to the postal service provider by sending a registered letter to the other Party to its legal address;
 - 16.3.3. on the day of dispatch, if the notification to the e-mail address is sent on a Working Day before 17:00, or on the next Working Day after sending, if the notification to the e-mail address is sent on a Working Day after 17:00 or on a Holiday.
- 16.4. The titles of the sections of General Conditions are used to make the text easier to read and are not to be used to interpret the paragraphs of General Conditions. The concepts used in General Conditions, the Agreement, its annexes and its integral parts expressed in the singular shall be deemed to be expressed in plural and vice versa if it follows from the text and meaning of General Conditions, the Agreement, its annexes and its integral parts.
- 16.5. Unless otherwise provided in the Agreement, its Annexes and its integral parts, all terms and explanations used therein shall have the same meaning as the same terms and explanations used in General Conditions.
- 16.6. The Commercial offer (if the Agreement has not been concluded), the Agreement and all its annexes, General Conditions, General RCT Tariffs as well as the Applications constitute a set of contractual obligations between the Parties in connection with the subject matter of the Agreement/cooperation and cover the entire agreement of the Parties. The documents constituting the contractual obligations shall be interpreted as inseparable and mutually complementary components of the contractual obligations. If there is a conflict among the provisions of the Application, the Agreement (but if the Agreement has not been concluded – the Commercial offer), its annexes, General RCT Tariffs and General Conditions, the priority shall be determined as follows (from the highest to lowest) – the Commercial offer (if the Agreement has not been concluded), the Agreement, its annexes, General Conditions, General RCT Tariffs and the Applications.