

**GENERAL CONDITIONS COVERING THE SERVICES UNDERTAKEN BY  
PD PORT SERVICES LIMITED**

1. EFFECTIVE DATE AND NOTICE

- i) These Conditions were adopted on 1st January 2022 and thereafter the Company only contracts or provides any Services or Facilities on the basis of these Conditions.
- ii) **These Conditions contain provisions by way of indemnity and also exclusion and limitation of liability in favour of PD Port Services Limited ('the Company') and the Company has no obligation to insure for sums in addition to the limits set out in these Conditions. Where the Customer considers it necessary in the interests of the Customer it must take steps to procure such additional insurance as is necessary in the circumstances.**

2. DEFINITIONS

- i) Charges: includes charges, rates, tolls and dues of any description for the time being payable to the Company
- ii) Company: means PD Port Services Limited and includes its servants, agents and sub-contractors
- iii) Customer: includes any person corporation, firm or body of persons whether incorporated or unincorporated who:
  - a) visits the Estate
  - b) is the owner of Goods or Equipment delivered, brought into or which come howsoever to be upon the Estate
  - c) are the owners, Master or crew or a passenger on a Vessel which uses the Facilities of the Company
  - d) by itself, its servants or agents avails itself or seeks to avail itself of any facility or service provided by the Company
- iv) Equipment: means any plant, machine, lifting equipment, container, flat

or similar ISO unit, any vehicle, locomotive, trailer or wagon belonging to or supplied by the Customer

- v) Estate: means all land owned and occupied by the Company and includes the Facilities
- vi) Facilities: means any quay, wharf, land, road, berth, shed, Plant or property of every description for the time being vested in or occupied by the Company
- vii) Force Majeure: means any circumstances beyond the reasonable control of the Company, including, without prejudice to the generality of the foregoing, act of god, storm, tempest, flood, high winds, fire, landslides, lightning, earthquakes, high or low water, washouts, river icing, perils of the sea, adverse weather conditions, channel blockage, explosion, nuclear and/or radioactive contamination, impact by aircraft or objects dropped or falling from them, strikes, lockouts or other industrial action or trade dispute, epidemics or pandemics, war, revolution, riot or civil commotion, acts of terrorism or threatened acts of terrorism, restrictions imposed by the government or other body acting under statutory powers, theft or wilful damage not committed by the personnel of the Company or any other circumstance beyond the reasonable control of the Company
- viii) Goods: means goods of any description whatsoever, including any container (and goods within a container) and livestock, but excluding Equipment
- ix) Plant: means any plant, machine, lifting equipment, vehicle, locomotive, trailer or wagon belonging to or supplied by the Company
- x) Services: means any operation or service performed or provided by the Company in connection with the berthing, unberthing, mooring and servicing of any Vessel, the shipping and unshipping of Goods and the provision and use of Plant, the use of Equipment, the sorting, weighing, marking, checking, and general handling and movement of Goods and the embarking disembarking and movement of passengers and shall include the provision of manpower, advice and administration, and any

constituent part of any entire service and shall further include the provision of Facilities. For the avoidance of doubt Services shall not include the provision of storage services or onward transportation in respect of Goods which, where provided by the Company, are governed by separate conditions

- xi) Vessel: means any ship, boat or craft of any class or description however navigated or propelled and includes any barge, hover vehicle, or hydrofoil vessel.

### 3. SCOPE

Save as otherwise specifically provided, the following terms and conditions shall apply:

- i) to all Services performed or Facilities provided by or on behalf of the Company whether directly or by sub-contractors, with or without charge, and
- ii) to all or any physical access by any person, vehicle or company to or from the Estate, and
- iii) to all other relationships whether contractual or otherwise, whether covered by i) and ii) above or not and whether created with or without the agreement or licence of the Company

to the exclusion of any other conditions, save as agreed in writing by a director of the Company.

### 4. APPLICATION OF CONDITIONS

- i) The acceptance by the Customer of these Conditions may be express but if not made expressly will be implied from the entry by the Customer into any legal relationship with the Company. In particular such acceptance will be deemed to have been made in the event of the entry or delivery of any persons, Vessels, Goods or Equipment upon the Estate and/or the submission of any shipping or unit load note or other similar documentation or the making of any other written or oral application to the Company for entry to the premises of the Company or for any Service or the use of any Facility by or on behalf of any Customer.
- ii) In the event that any obligation is owed or any liability arises on the part of more than one Customer pursuant to these Conditions, such liability shall be joint and several in nature.

## 5. WARRANTY OF AUTHORITY BY CUSTOMER

- i) Each Customer who avails himself of any Service provided by the Company in respect of any Goods, Equipment or Vessel warrants that he has the authority as duly authorised agent of all persons having any title to or interest in such Goods, Equipment or Vessel to accept these Conditions on their behalf, as well as on his own behalf.
- ii) Each Customer warrants that the rights, defences and limits available to the Customer either by statute or by contractual terms are extended to the Company (as servant, agent or independent contractor, including stevedores).
- iii) Each Customer warrants that his servants agents and independent contractors are trained and competent to carry out any task assigned to them in relation to the giving of any instruction, advice or information to the Company whether given in writing, verbally or by other means. The Customer further warrants that such persons have authority to give such instructions, advice or information to the Company.

## 6. RIGHTS RESERVED IN RESPECT OF SERVICES

The Company reserves the right to:

- i) sub-contract any part of the Services or Facilities, subject always to Condition 27(vi)(h)
- ii) at any time before or during the performance of any Services or the provision of any Facilities, to serve notice upon the Customer declining to undertake or complete such performance and giving reasons for so declining
- iii) suspend the provision of the Services or Facilities in the event of a breach or proposed breach by the Customer of any provision of these Conditions

provided that no liability shall attach to the Company in consequence thereof and the Customer shall at his own expense and risk proceed and remove the said Goods or Equipment from the Company's premises within 30 days of any request by the Company, failing which the Company may do so at the expense and risk of the Customer.

## 7. WARRANTIES IN RESPECT OF GOODS AND EQUIPMENT

The Customer warrants that any Goods or Equipment that he delivers to or otherwise causes to be on the Estate:

- i) are not liable to become hazardous or flammable or toxic or liable to omit any injurious dust, gas fumes or liquid in the form that they are delivered and/or which they are to remain upon the Estate
- ii) are not infested, verminous, rotten or subject to fungal attack or liable to become so whilst on the Estate
- iii) will not contaminate or cause danger, injury, pollution or damage to any person, property or any other goods or equipment on the Estate or the water, ground or air adjacent thereto
- iv) do not require for their safekeeping any protection (other than has been previously agreed in writing between the Customer and the Company) arising from vulnerability to heat, cold, moisture, salt, theft or proximity to other goods or equipment or from inflammability but will remain safe if left standing in the open on the Estate or in covered accommodation where agreed with the Company
- v) contain no unauthorised controlled drugs, contraband, pornographic or other illegal matter
- vi) are processed in compliance with any rules and requirements of H M Customs and Excise
- vii) are properly and sufficiently packed, marked, accurately documented and labeled for all shipping, cargo handling, dispatch, customs and similar purposes and in accordance with all regulations and rules prevailing from time to time
- viii) are properly and sufficiently marked/labeled with any warning or other information as may be required as to the hazardous nature of any contents and the precautions to be taken in handling the same and in the event of an escape or spill therefrom as is necessary to ensure the health and safety of all persons who may handle or be likely to come into contact with such Goods or Equipment
- ix) are in compliance with all relevant local, national and international legislation and Regulations relating to their carriage, handling and movement
- x) are not radioactive as defined by relevant legislation without the prior agreement of the Company
- xi) are fit for their intended purpose and in a fit and proper condition to be handled or otherwise dealt with by the Company
- xii) are properly insured by the Customer.

## 8. WARRANTY IN RESPECT OF VESSELS

The Customer warrants that any Vessel visiting the Facilities:

- i) shall be suitable in all respects to berth safely at the Facilities allocated to it
- ii) is not the subject of any order, litigation or other impediment which may result in the arrest or other form of detainment of the Vessel whilst at the Facilities.

## 9. DOCUMENTATION

### i) Orders

The Company will only perform or provide any Services or Facilities upon receiving orders in respect thereof in writing from the Customer either at the time such Services are required (with reasonable notice allowing the Company to comply) or in accordance with any separate contractual arrangement to provide such Services over a period of time. All orders by telephone must immediately be confirmed in writing and the Company will not in any circumstances be responsible for failure to comply with any order or any specific instruction in respect of such order where such order has not been confirmed in writing.

### ii) Release of Goods

Orders for shipment of Goods or delivery of imported Goods can only be acted upon after receipt of written authority (or in compliance with an otherwise agreed procedure) from the Customer.

### iii) Description of Goods

In addition to the warranties set out in Condition 8 hereof, the Customer shall;

- a) provide to the Company a written account of the contents and quantities of each Vessel discharging or loading at the Estate before the discharge commences or immediately after loading has been completed
- b) ensure that the Company is given a full written description and particulars of Goods (including hazards) sufficient to identify them prior to loading, unloading or delivery

and the Customer warrants the accuracy of all such descriptions, values and other particulars supplied to the Company and shall indemnify the Company in respect of any losses, damages, expenses and fines which may arise from inaccuracy or omission from the said particulars even if such inaccuracy or omission does not result from the negligence of the Customer.

#### 10. LOADING AND DISCHARGE OF VESSEL

The Company undertakes only to load or discharge any Vessel as instructed by or agreed with the Customer and shall have no responsibility for the consequences of carrying out such instructions so far as stability, trim and heel are concerned, or for the consequences of improperly allocated stowages so far as Goods are concerned.

#### 11. INDEMNITY FOR BREACH OF WARRANTY

Where the Company incurs any liability or expense due to the Customer's failure to comply with the warranties set out in these Conditions or in taking any step that the Company considers reasonable in rectifying any such failure, the Customer shall indemnify the Company in respect of any such liability and reimburse the Company in respect of any such expense.

#### 12. PROMPT SHIPPING AND REMOVAL OF GOODS AND EQUIPMENT

Except where a longer period has been agreed in writing with the Company, all Goods or Equipment deposited on the Estate shall be shipped or removed therefrom promptly.

#### 13. GENERAL LIEN WITH POWER OF SALE

- i) The Company shall have a general as well as a particular lien on all Goods and Equipment (and documents relating to such Goods and Equipment) in its possession in respect of all sums at any time owed by the Customer to the Company. The Company shall upon 7 days' notice in writing to the Customer have the right to sell or dispose of all or part of such Goods and Equipment or documents as agent for, and at the risk and expense of, the Customer by public auction or private treaty (at its sole discretion) and apply the proceeds in or toward firstly the cost and expense of the sale and the exercise of such lien and thereafter towards the payment of such sums owing.
- ii) in the event that the Company exercises any lien (whether conferred by these Conditions or otherwise) against any Goods or Equipment which are perishable and in the sole discretion of the Company it is impracticable to give the notice required by 13 (i) above, because the condition and/or value of the Goods or Equipment will or may deteriorate by reason of delay, the Company may (but is not obliged to) sell the goods without giving such notice.
- iii) the balance (if any) remaining following the sale and exercise of such lien shall be paid to the Customer.

#### 14. LIABILITY

- i) Without prejudice to the exclusions of liability set out in Condition 15 hereof and subject to the limits of liability set out in clause 16 hereof, the Company shall be liable for any loss damage or misdelivery of Goods or Equipment in the custody of the Company or injury to any person arising as a result of the proven negligence of the Company.
- ii) The benefit of the exclusions and limitations of liability set out in these Conditions is hereby conferred to the servants, agents and independent contractors of the Company.

#### 15. EXCLUSIONS OF LIABILITY

Notwithstanding the provisions of Condition 14 above, the Company shall have no liability whatsoever for any loss cost misdelivery damage expense or delay sustained in the provision or non-provision of the Services and/or the Facilities arising as a result of:

- i) the breach of any warranty set out in these Conditions;
- ii) operations performed by personnel or persons not in the employ of the Company and any acts or omissions performed by such persons;
- iii) operations involving the use of any plant or equipment not owned by the Company where any loss or damage etc arises as a result of a defect or the malfunction of such plant;
- iv) any lack of information in respect of Goods, Vessels or Equipment or the supply of improper or incorrect information by the Customer;
- v) the Company complying or attempting to comply with the instructions of the Customer;
- vi) errors of judgement on the part of the Company in the sorting, grading or selection processes;
- vii) improper, insufficient, indistinct or erroneous marking of Goods or Equipment;
- viii) the insecure, frail or otherwise inadequate packaging of Goods;
- ix) cranes, grabs and ship's gear equipment working directly to/from road and rail vehicles;
- x) the improper or inadequate mooring of vessels or the movement of vessels during the cargo handling operation;



- xi) deterioration of or theft or pilferage of Goods held in open storage or in transit sheds otherwise than under separate arrangements whereby the Company becomes the custodian of the Goods as warehousekeeper;
- xii) the handling of radioactive materials where any loss or damage arises as a result of the radioactive properties of the Goods;
- xiii) vermin, insects, fungal attack, rot or corrosion; or
- xiv) Force Majeure.

## 16. LIMITS OF LIABILITY

Subject to the provisions of Conditions 14 and 15, the total liability of the Company for any loss or damage proved by the Customer to have been caused by the negligence of the Company shall be the lowest of the following, as applicable:

- a) Vessel
  - i) the value of that part or parts of the Vessel to which the claim relates at the time of the damage or loss
  - ii) the cost of repairs as agreed with the surveyors appointed by the Customer and the Company
  - iii) the sum of £50,000 any one occurrence
- b) Equipment
  - i) the cost of repairs
  - ii) the value of the Equipment to which the claim relates at the time of the damage or loss
  - iii) the sum of £2,500 any one occurrence
- c) Goods
  - i) the value of the Goods to which the claim relates (including any duty or similar levied on the Goods)
  - ii) the cost of repairs
  - iii) the sum of £1,100 per tonne
- d) For all other loss £100,000 (one hundred thousand pounds sterling) for any one event or series of connected events.

provided only that the Company has been notified in writing about the alleged loss or damage within 7 days of such loss or damage occurring and given reasonable opportunity to inspect.

## 17. CUSTOMER'S INSURANCE

Where the Customer considers the above limits too low it shall be the responsibility of the Customer to affect such additional insurance cover as it considers necessary.

## 18. CONSEQUENTIAL LOSS

The Company shall have no liability whatsoever (whether in negligence or otherwise) for any delay (including delay to a vessel and/or delay to Customer Equipment and/or delays to any of the Customer's operations or business), loss of market, loss of profit, loss of margin, loss of use, loss of contract, loss of goodwill, loss of business, loss of turnover or any consequential or indirect loss of any nature whatsoever.

## 19. LIABILITY: TIME BAR FOR CLAIMS

Notwithstanding the liability provisions set out in these Conditions, the Company shall in any event be discharged from all liability whatsoever and howsoever arising unless suit be brought and written notice given to the Company within one calendar year from the date of the event giving rise to a cause of action. Any claim not made in accordance with this Condition shall be deemed to be waived, extinguished and absolutely barred.

## 20. HOURS OF WORK

At all times subject to the provisions of Condition 6:

- i) the Company is under no obligation to perform any work or provide any Facilities outside of normal hours, details of which can be provided on request
- ii) the Company reserves the right to vary normal hours at its discretion
- iii) where the Company agrees to perform any Service or provide any Facilities outside normal hours, it shall be entitled to make an additional charge and shall advise the Customer of the applicable charge upon request.

## 21. PAYMENT OF CHARGES

- i) Unless otherwise agreed in writing, all Charges shall be paid in full, together with any applicable Value Added Tax, and without any set-off or other deductions within 30 days of the date of the relevant invoice.
- ii) All Charges are exclusive of any Value Added Tax, for which the Customer shall be additionally liable at the applicable rate from time to time.

- iii) Time of payment of the Charges is of the essence of these Conditions.
- iv) The Company reserves the right to increase the Charges by any additional sums which, in its sole discretion, are required as a result of either:
  - a) a change in the Customer's requirements;
  - b) the Customer's instructions or lack of instructions;
  - c) any other cause attributable to the Customer; or
  - d) any changes in legislation that increase the cost to the Company of providing the Services.
- v) The Company reserves the right to charge interest on any overdue amounts from the due date for payment until payment is made in full, whether before or after judgement. Interest will accrue each day at the rate set out in the Late Payment of Commercial Debts (Interest) Act 1998 as at the due date.

## 22. HEALTH AND SAFETY

For the avoidance of doubt these Conditions are in addition to all legislation concerned with the shipment of goods through the Estate and in particular legislation governing the health safety and welfare of person(s) on the Estate.

## 23. WORK ON VESSEL

The Customer must request permission to carry out repairs to the Vessel or its Equipment whilst at the Facilities. Where the Company grants permission for such works to proceed the Customer shall indemnify the Company and hold the Company harmless against any losses costs proceedings claims demands damage or liabilities which arise as a result of the works including (without prejudice to the generality of the foregoing) damage to the Facilities.

## 24. HIRE OF PLANT

The Customer may from time to time request the loan of Plant from the Company. The Company may (at the entire discretion of the Company and at a Charge to be agreed between the Parties) agree to permit such use and may supply an operator in connection with such use. Alternatively the Company may permit a person appointed by the Customer to operate such Plant, provided such person is trained and competent in its operation. In such circumstances the Plant and its operator (if any) shall be under the

management supervision and control of the Customer who shall hold the Company harmless in respect of any losses arising and shall indemnify the Company in respect of any costs claims demands damages or liabilities arising as a result of such use and shall further indemnify the Company in respect of loss of or damage to the Plant on loan.

## 25. COMPLETION OF SERVICES

Upon completion of the loading of Goods and/or Equipment onto any Vessel, rail or wagon and the departure of such Vessel, rail or wagon from the Estate or the Facilities the liability of the Company for any loss of or damage to Goods and/or Equipment shall cease absolutely forthwith.

## 26. SECURITY

The Company reserves the right to search (without limitation) any vessels, persons or vehicles delivering and uplifting goods to and from the Estate and to take any such steps as the Company may consider necessary in the interests of security.

## 27. DATA PROTECTION

- (i) The Customer agrees that the Company may use and disclose all information the Customer supplies to the Company about any individual (“Shared Personal Data”), for the purpose of the Company exercising its rights and performing its obligations under these Conditions. Shared Personal Data shall be confined to the following categories of information relevant to the following categories of data subject:
  - (a) the names and addresses of current and potential recipients of the Company’s Services;
  - (b) the geographical and email address of potential recipients of the Company’s Services;
  - (c) the home and mobile telephone numbers of potential recipients of the Company’s Services; and
  - (d) general information relating to potential recipients of the Company’s Services such as access information in relation to their premises for purposes of deliveries.
- (ii) Where the Customer provides the Company with any Shared Personal Data about any individual, the Customer warrants and undertakes that it is permitted under Data Protection Legislation (as defined in Condition 27(iii)) to transfer the Shared Personal Data to the Company for the purpose of performance of Condition 27(i) and has in place all necessary notices to ensure such transfer is fair and lawful.

- (iii) The Customer warrants and represents that it has complied in all respects with the provisions of (i) the Data Protection Act 2018 (ii) the General Data Protection Regulation (EU 2016/679) and any national implementing laws, regulations and secondary legislation, for so long as the GDPR is effective in the UK, and (iii) any successor or supplemental legislation to the Data Protection Act 2018 and the GDPR (“Data Protection Legislation”).
  
- (iv) The Customer shall:-
  - (a) maintain records of all processing operations under its responsibility that contain at least the minimum information required by the Data Protection Legislation, and shall make such information available to any relevant supervisory authority as defined in Data Protection Legislation on request; and
  - (b) implement and maintain technical and organisational measures and procedures to ensure an appropriate level of security for such Shared Personal Data, including protecting such Shared Personal Data against the risks of accidental, unlawful or unauthorised destruction, loss, alteration, disclosure, dissemination or access.
  
- (v) If either party receives any complaint, notice or communication which relates directly or indirectly to the processing of Shared Personal Data by the Company or to either party's compliance with the Data Protection Legislation in relation to the Shared Personal Data, it shall, as soon as reasonably practicable, notify the other party and it shall provide the other party with reasonable co-operation and assistance in relation to any such complaint, notice or communication.
  
- (vi) Insofar as it is acting as processor on behalf of the Customer in respect of the Shared Personal Data, the Company shall:
  - (a) implement appropriate technical and organisational measures to ensure that the Shared Personal Data is subject to a level of security appropriate to the risks arising from its processing by the Company or its sub-processors;
  - (b) process such Shared Personal Data (i) only in accordance with the Customer's written instructions from time to time and (ii) only for the duration of the provision of Services and/or Facilities by the Company under these Conditions, unless required to so by law in which event the Company shall inform the Customer of such legal requirement unless prohibited from doing so by law;
  - (c) not process such Shared Personal Data for any purpose other than those set out in these Conditions or otherwise expressly authorised by the Customer;

- (d) immediately inform the Customer if, in the Company's opinion, an instruction given by the Customer to the Company infringes Data Protection Legislation;
- (e) take reasonable steps to ensure the reliability of all its personnel who have access to such Shared Personal Data, and ensure that any such personnel are committed to binding obligations of confidentiality when processing such Personal Data;
- (f) not transfer any Shared Personal Data outside the European Economic Area without the prior written consent of the Customer;
- (g) inform the Customer within 48 hours of the Company becoming aware that any such Shared Personal Data is (while within the Company's or its sub-contractors' or affiliates' possession or control) subject to a personal data breach (as defined in Article 4 of GDPR) or is lost or destroyed or becomes damaged, corrupted or unusable;
- (h) be entitled to sub-contract any part of the Services requiring the processing of Shared Personal Data, provided that the Company shall notify Customer in writing of its intention to engage such sub-contractor. Such notice shall give details of the identity of such sub-contractor and the services to be supplied by it. The Customer shall be deemed to have approved the engagement of the sub-contractor if it has not served a notice in writing on the Company objecting (acting reasonably) to such appointment within 7 days of the date that the notice is deemed to be received by the Customer. The Company shall ensure that any sub-contracts it enters into shall be on terms that provide sufficient guarantees that such third party will implement appropriate technical and organisational measures in such a manner as to meet the requirements of the Data Protection Legislation;
- (i) not disclose any Shared Personal Data to any data subject or to a third party other than at the written request of the Customer or as expressly provided for in these Conditions or as required by law;
- (j) as the Customer so directs, return or irretrievably delete all Shared Personal Data on termination or expiry of the provision of Services and/or Facilities under these Conditions, and not make any further use of such Shared Personal Data (except to the extent applicable law requires continued storage of the Shared Personal Data by the Company);
- (k) provide to the Customer and any supervisory authority (as defined in Data Protection Legislation) all information and assistance necessary or desirable to demonstrate or ensure compliance with the obligations in this Condition 27(vi) and/or the Data Protection Legislation;

- (l) permit the Customer or their representatives to access any relevant premises, personnel or records of the Company on reasonable notice and during the Company's normal working hours to audit and otherwise verify compliance with this Condition 27(vi). Such right may be exercised no more than once per 12 month period and in exercising such right the Customer shall not interfere in the normal business activities of the Company;
- (m) taking into account the nature of the processing, the Company shall assist the Customer by appropriate technical and organisational measures, insofar as this is possible, for the fulfilment of the Customer's obligation to respond to requests for exercising a data subject's rights under the GDPR;
- (n) take such steps as are reasonably required to assist the Customer in ensuring compliance with its obligations under Articles 32 to 36 (inclusive) of GDPR;
- (o) notify the Customer promptly if it receives a request from a data subject to exercise its rights under the Data Protection Legislation in relation to that person's Shared Personal Data; and
- (p) provide the Customer with its full co-operation and assistance in relation to any request made by a data subject to exercise its rights under the Data Protection Legislation in relation to that person's Shared Personal Data.

## 28. LAW AND JURISDICTION

These Conditions shall be construed in accordance with the laws of England and the parties hereto submit to the jurisdiction of the English courts.

## 29. GENERAL

- i) Each Condition shall be construed as a separate and independent provision, severable from all and any other provision.
- ii) Words in the single shall include the plural and vice versa, and reference to any gender shall include a reference to all other genders.
- iii) Reference to any statute or statutory provision shall include any amendment, extension, consolidation or replacement of the same.

- iv) In the event of any one or more of the provisions contained in these Conditions being illegal, invalid or unenforceable in any respect, the validity, legality or enforceability of the remaining Conditions shall not be in any way affected thereby.
- v) No failure or delay by the Company to exercise any right or power under the Conditions shall operate as a waiver thereof nor shall any partial exercise preclude any further or other exercise.
- vi) The parties to these Conditions agree that the Conditions are fair and reasonable having regard to the commercial nature of the transaction to which the Conditions apply.