

FIVE STAR LOGISTICS LIMITED

STANDARD OPERATING PROCEDURE (SOP)

Since its inception in 2006, 5star has gone beyond the usual expectations from the customary perspective of how a terminal operator should perform. For over eight years, 5star has developed and implemented successful terminal operating principles and systems to meet the customers' growing requirements.

5star's quality Control Policy drives the action of all our operations. At our port location, 5star team of senior managers and skilled workforce implement these quality processes and procedures to keep productivity high, expedite vessel turnaround and ensure that cargo handling is safe and secure.

The purpose of this guide is to present 5star's procedural guidelines to employees, labor and customers on the special handling of RoRo cargo. From accountability, planning and operations set-up to labor, discharging/loading cargo and trouble-shooting, this guide covers the necessary steps that are needed to correctly transport and handle RoRo cargo.

5star is always at your service to accommodate your RoRo cargo's handling requirements. Be assured that through 5star's Quality System Management Processes, your RoRo cargo is treated with the utmost care, safety and security.

QUALITY POLICY

Five Star Logistics is a reputable concern dealing with cargo handling and logistics for safe keeping and release to consignee under good management context that is compliant with all necessary requirements and periodically subjected to continual improvement for better customer service.

Our Objective

All cargo handling activities are handled with utmost concern for safety, efficiency and quality as required by customer's specifications.

We shall be successful in this mission by:

- i. Keeping focused on the customer's needs

- ii. Providing leadership to our employees in their efforts to satisfy the customer.
- iii. Providing employees with adequate resources to accomplish goals.
- iv. Providing employees with a corrective and preventive action process for continuous improvement.
- v. Defining and controlling business processes with accurate and useful procedures.
- vi. Regularly measuring the results of our efforts.
- vii. Changing our services to match our customers' changing demands.
- viii. Dealing professionally with our suppliers.

An organized planning system is always the key to a successful operation. It is a constant process due to many unforeseen factors that may occur while handling RoRo cargo.

Therefore, to maintain the quality standards of 5star's RoRo operations, there are various departments responsible for the detailed planning of the operation and will:

- Review the vessel manifest, load list and stowage plan. Obtain clarification of any discrepancies from the customer prior to the start of operations.
- Ensure equipment availability for the operation:
 - a. All other necessary equipment (i.e Fork Lifts, Tow Trucks, etc.)
 - b. Jump-start equipment (Battery if necessary)
 - c. Radios
 - d. Discuss any other relevant issue in the operations Bi-weekly meeting.

Upon the Vessel's Arrival:

Providing the crew with contact information of relevant persons in charge.

Welcome letter is issued to Master on arrival outlining claims procedure.

Check Cargo

Cargo is checked for (RoRo cargo only) damage prior to any operations starting.

Terminal Parking

Stacking is planned in advance prior to vessel arrival.

Gang Way Safety Instruction

Meet with all labor prior to start and go over requirements for the day. This process is repeated before each labor start.

Cargo & Driving Safety

- i. Always obey signalman/spotters instruction
- ii. Backward driving without signalman's instruction is strictly prohibited.
- iii. Do not sit or lean on vehicles
- iv. Place nothing on the vehicles
- v. Do not place feet/shoes on bumpers or running boards or any part of the vehicle

Door Protection

- i. Open doors and exit vehicles slowly
- ii. Check clearance before opening doors. If door will not clear due to obstruction, ask for help before exiting vehicle.

Deck Heights

Check all deck heights prior to operations to prevent low bridge damages. Instruct labor to also verify deck heights before entering a new deck or hatch

Key Procedures

Return key to the location required by the manufacturer/customer.

No Smoking, Drinking, Eating or Chewing Gum in Vehicles or on the Vessel

- i. Do not play vehicles radios or use accessories.

- ii. Do not use cell phones, IPODS, Bluetooth or any other mobile communication/entertainment device while working vessel.
- iii. Do not use cargo as shuttle van.
- iv. Do not walk on ramps when vehicle traffic or cargo is moving on the same area.
- v. Before entering the vehicle, check to make sure all lashings are free and clear.

Route

- i. Follow marked routes
- ii. Routes will be designated on vessel by cones, arrows and Hi-Viz tape. Arrows and cones will mark the route to the Final Point of Rest (FPR).

Speed

- i. Use safe speed at all times while driving to/from vessel and while on vessel and in FPR lots.
- ii. Drive smoothly, no quick starts or stops or turns.
- iii. Do not tailgate. Keep two vehicle lengths distance between cargo.
- iv. Do not pass any vehicle in the ship or on the terminal
- v. Do not deviate from the assigned route.

Procedure for All Vehicles

- i. Turn off headlights
- ii. Leave key in vehicle at designated location
- iii. Close all windows and doors (Do Not Lock)

Dangerous Cargo Operations

- i. The Terminal is in a position to discharge or load IMO classes of dangerous goods. However, in the case of DANGEROUS CARGO, permission must be sought from the Terminal. This request must be made prior to vessels' ETA and given to the Planning Office.

- ii. All international and local rules pertaining to the handling of dangerous goods is adhered to where such exist and applicable. The terminal reserves the right to decide and alter the operational method to be used in discharging or loading of such cargo in-line with its operational procedures.
- iii. Failure to comply with these regulations and/or for any other reason, the Terminal retains the right to refuse to work on any dangerous goods.
- iv. It is the responsibility of the Shipping Line to inform the Terminal before the start of operations if any "IMO Class" containers may not be loaded or discharged as planned. IMO CLASS containers are stacked in a separate area away from other cargoes. (There is no special area marked or designated for dangerous goods). The stacking depends on the availability of space.