WEST AFRICA CONTAINER TERMINAL NIGERIA LIMITED

STANDARD OPERATING PROCEDURE (SOP)

WACT STANDARD OPERATING PROCEDURE

VESSEL

Once the ship berths and is cleared by all Government Agencies:

- Containers are discharged from vessel
- Discharged containers are immediately transferred to yard/stack
- Update is made and automatically reflects in the system

INVOICE

This activity can be done in WACT E-Business plat-form via Termview website. This means that customers can generate WACT invoice online by themselves. For customers who have refused to be E-business compliant, below is the Procedure;

- Customer presents Original Bill of Laden to invoicing staff
- Staff confirms pay through date from customer-
- Staff generates invoice and hands over to customer
- Customer makes payment at the bank inside the terminal
- Customer comes back to WACT with bank teller
- WACT receipt is issued on presentation of evidence of payment from the bank.
  The process takes less than **one hour.**

Note: We will be rolling out e-payment from same plat-form as e- invoice very soon. This will afford customer eliminate the process of visiting the bank for payment.

Custom inspection/Loading Advise:

We have 2 Customs inspection processes which determine the delivery route of each container.

SCAN LOADING

- Nigeria Customs advise WACT on containers to be examined electronically.
- WACT documentation team confirms scan advise, original copy of line delivery order, agents ID card, WACT payment and issues loading order after obtaining copies of all the sited documents on arrival of customer
- Customer hands over loading order issued to him by WACT to his truck driver

- Truck driver approaches WACT in-gate and presents loading order his contracting agent gave him
- Gate clerk at WACT in-gate prepares pick up ticket with container location in the terminal and hands over to driver
- Truck driver drives into the terminal and the equipment operator confirms container via the pickup ticket, VMP and batch number the driver has and load same container on truck
- Truck driver drives to the scan site but stops at the pinning station to lock truck twist and also check condition of container
- If truck driver observes any condition on container that needs to be remarked, he pulls over and reports to shift manager who inspects and remarks accordingly.
- Container is scanned by Nigeria Customs and exit transmitted to WACT
- Customer comes back to WACT and Customs exit is printed, stamped and issued to customer
- Customer hands the advice to his truck driver to drive to WACT out gate.
- At the exit gate, gate clerk confirms container and issues EIR (Equipment Interchange Report document) and the driver, truck and container exits the terminal. This process should not be more than **three hours.**

PHYSICAL INSPECTION LOADING

- Customer books for dropping of container against physical inspection by Customs after WACT payment is confirmed.
- WACT positions container for Customs inspection.
- WACT returns container to the stack after inspection.
- Customer approaches WACT documentation office for loading order.
- Documentation staff confirms Customs exit transmission in the system and prints out a copy, stamp and hand over to customer.
- WACT documentation staff confirms shipping line loading order, WACT payment, Customs exit and issues delivery advice to customer.
- Customer hands over loading order issued to him by WACT to his truck driver.
- Truck driver approaches WACT in-gate and presents loading order his contracting agent gave him.
- Gate clerk at WACT in-gate prepares pick up ticket with container location in the terminal and hands over to driver.
- Truck driver drives into the terminal and the equipment operator confirms container via the pickup, VMP and batch number the driver has and load same container on truck.

- Truck driver drives to the pinning station to lock truck twist and also check condition of container.
- If truck driver observes any condition on container that needs to be remarked, he pulls over and report to shift manager who inspects and remarks accordingly.
- If driver is ok with container condition, he moves on to the out-gate where the gate clerk issues him an Equipment Interchange Report (EIR).
- Truck drives out of the Terminal.

EMPTY RETURN

WACT Terminal is open 24/7 to receive empty containers.

- Truck driver comes in via in-gate.
- Truck driver presents the Equipment Interchange Report issued to him on exit to gate clerk.
- Condition of container is verified and remarked by gate clerk
- Truck driver moves to empty offloading stack.
- Equipment operator offloads container.
- Truck driver moves to exit gate and is issued a final Equipment Interchange Report by out gate clerk.
- Truck driver exits the terminal.

WACT ANTI CORRUPTION POLICY DOCUMENT

Definition of fraud

West Africa Container Terminal defines fraud as deliberate deception or cheating by an employee with the intent to gain a direct or indirect personal advantage and resulting in loss, damage or negative impact on the Terminal. Fraud cases are generally categorized as asset misappropriation (e.g. theft, embezzlement, overriding controls), corruption (e.g. kickbacks, bribery, extortion, conflict of interest) and fraudulent statements (financial and non-financial). Fraud is a crime.

Anti-corruption is generally understood as actions to prevent bribery. Bribery means to (directly or through other parties) offer, promise, authorize or give money or anything else of value to any person – public official or private persons – for what he/she is not supposed to do, e.g. in order to obtain a business advantage, and includes any facilitation of these acts. Bribes can include not only money, but also donations, job offers or promotions, gifts, hospitality and entertainment.

Bribery is illegal in every country. Many countries also prohibit bribery by their citizens and companies occurring outside their home countries.

In addition to fighting bribery, the Terminal is committed to avoiding facilitation payments. A facilitation payment is a small value payment to an official routine task he/she refuses to perform without some payment, whereas a bribe is paid to cause that official to do what he/she should not do.

- Employees may never solicit gifts, entertainment or hospitality. Employees may accept entertainment and meals that are directly business related and of moderate value. Other than business related meals, employees must record, in a designated register, what they receive from external stakeholders valued at more than USD 150.
- Ensuring charitable and political donations are transparent and accurately recorded, and that political donations comply with best practices.

Reporting the fraud

As an employee of the Terminal or customer, it is your obligation to report any substantiated suspicions, allegations or proofs of fraudulent behaviour which you may be aware of.

Reporting should be done immediately to superior

- By email :
- By telephone
- By walking into the office

What to do

- Make your report as detailed as possible, for example:
- Who is involved?
- What is the nature of the fraud?
- How much money is involved?
- When did the fraud take place and is it still ongoing?

What not to do

- Do not confront the suspect (s) with the information. This could lead the fraudster to remove vital evidence and obstruct an investigation
- Do not put your own safety at risk
- Do not disclose confidential information to your office colleagues or friends

Confidentiality

You may report fraud incidents anonymously. Nevertheless, to ensure a better understanding of the case we encourage you to identify yourself. This improves the chance of securing solid evidence and stopping the fraud.

We will always respect and keep the identity of any person reporting fraud confidential during the investigation, subject to applicable laws. In cases where management or specific parties need to know the reporter's identity to help in the investigation, we will contact the reporter before revealing his or her identity.

Why your reporting is important

Every report of suspected, alleged or proven fraud will be thoroughly investigated

- Working under full confidentiality.
- Progress of investigations is monitored by top management and ensures a consistent and fair closure of all cases.