

INTERNAL RULES OF THE SIVEP CUSTOMS CENTRE

The French version of these rules prevails over the English version or any other version. Versions other than French are provided for information purposes only and have been produced using automatic software.

Preamble

You are a Registered Customs Agent (RCE) and/or an employee of an RCE (hereinafter collectively referred to as "RCE"). You need 24/7 access to Eurotunnel's Sivep Customs Centre (CDS) area in order to facilitate your customers' procedures.

You are a freight carrier travelling from Folkestone via LeShuttle Freight (a service offered by Eurotunnel), a LeShuttle Freight customer, and your vehicle has been instructed to proceed to the Eurotunnel CDS area (orange customs status).

You are a driver or passenger.

Eurotunnel, the operator of the Channel Tunnel, owns and manages the infrastructure in this zone. As such, and in order to ensure the safety and proper management of its site and infrastructure, Eurotunnel grants you access to the CDS, subject to compliance with the following conditions:

1. Conditions of access for RDE

1.1 Material conditions to be met and obligations

Access to the CDS by RDEs requires the presentation of:

- A valid, personalised access badge.
- Personal Protective Equipment (PPE) for access to the inspection platforms.
- PPE consists of safety footwear and high-visibility clothing (a regulation-compliant vest in the specific colours and markings of the RDE, to be worn by your staff when on CDS premises).
- This PPE is not provided by Eurotunnel. Eurotunnel issues access badges. All RDEs and their employees working on site must comply with these access conditions and these Internal Regulations.

Professional clothing suitable for handling operations is required.

The badge is personal and issued on an individual basis for a period of one (1) year. It may not be lent or used by another person, including another RDE from the same company or organisation. Any loss of a badge must be reported immediately to Eurotunnel staff.

The RDE is responsible for communicating and ensuring acceptance of the Internal Regulations by its employees, agents and subcontractors.

1.2

Access is authorised for a period of one (1) year, renewable for periods of one (1) year. At the end of each one (1) year period, and subject to fifteen (15) days' notice, the RDE must apply to Eurotunnel for renewal of its access rights.

1.3 Withdrawal or Refusal of Access

In the event of misconduct, negligence, inappropriate or disrespectful behaviour towards other persons present at the CDS, risk of disruption to the organisation or failure to comply with these Internal Regulations, Eurotunnel may refuse to issue a badge, prohibit access to the site and, where applicable, proceed with the immediate withdrawal of the access badge.

The badge is provided for personal use only and may not be reused for any purpose other than that for which it was issued. Failure to comply with this obligation will result in the immediate withdrawal of the RDE's access badge. Any RDE or RDE agent who leaves their position must return their badge within two calendar days.

In the event of withdrawal or refusal of access to the site, it is worth noting that it is possible to use the services of Eurotunnel Border Service (EBS) or to subcontract to RDEs resident in the CDS zone.

2. Safety and security

All persons on site must comply with the safety, security and environmental rules in force on site and listed in Appendix 3.

It is forbidden to take photographs of the CDS site, either inside or outside the buildings.

2.1 Entry and exit of RDEs

Access to the site is via a single entrance and exit, through a gate, in accordance with the provisions set out in Appendix 3 (Gate 230 – 2900 Boulevard de l'Europe - Calais 62100). Only authorised persons with a badge may enter. All passengers in a vehicle must scan their badge.

2.2 Traffic and parking on the CDS site

a. Access and traffic

All persons present on the CDS site undertake to comply with the provisions of the Highway Code, the signage in the car park and any instructions given to them by a Eurotunnel agent.

For safety reasons at gate 230 of the CDS, RDE vehicles must scan their badge and wait for the gate to open and close.

b. Parking

For road hauliers, parking on the CDS site is strictly reserved for lorries that have passed through the Channel Tunnel and have orange customs status for inspection.

For RDEs, parking on the CDS site is reserved for RDEs operating within the scope of their business. They must use the spaces allocated to them.

Eurotunnel reserves the right to charge for any parking that does not fall within this category, in particular:

- Billing the carrier for any parking while the vehicle is in green status.
- Billing the RDE for any trailer deposit with green status.
- Charging the RDE for any parking of any vehicle transporting consigned goods for more than 10 days from the date communicated by the authorities for the destruction of these goods.

c. Removal

Eurotunnel reserves the right to remove, at the expense of the carrier or the RDE, any vehicle and/or goods causing a nuisance such as odour, damage to the site, or parking for more than fifteen days. This list is not exhaustive.

3. Movement

Movement is authorised in areas strictly necessary for the performance of the mission entrusted to the RDE by its principal, and designated for this purpose by Eurotunnel. Outside these predefined areas and at the end of any mission, non-resident RDEs are prohibited from moving within the CDS zone.

4. Access to buildings and services

4.1 Access to the CDS building and its facilities

a. Upon arrival, the RDE reports to the reception desk, where an EBS agent will explain the procedure and grant access to the inspection counters and platforms if necessary.

b. Toilets, accessible from the driver's area, are available for RDE use.

c. The rules relating to the equine station are set out in Appendix 4.

4.2 Access to platforms and associated logistics services

Access to the inspection platforms and logistics facilities is subject to authorisation by Eurotunnel staff.

Only Eurotunnel logistics facilities may be used on site, and these will be operated by dedicated Eurotunnel staff. These services are invoiced at the rates indicated in the appendix.

The RDE is prohibited from using any other logistical resources.

In the event of operations already in progress and the immediate unavailability of equipment, the RDE may not take action against Eurotunnel for any resulting delay.

5. Response time

As Eurotunnel offers its customers arrivals every 10 minutes during peak times in order to avoid congestion in the car park, the RDE must be able to take charge of the formalities control process at the CDS site within a maximum of 15 minutes after the arrival of the lorry or load (notified to the RDE by the EBS Agent for whom it is authorised).

Given that the CDS operates 24 hours a day, 7 days a week, the RDE must be contactable at all times and to this end must:

- provide Eurotunnel with a list of its operational agents authorised to communicate with agents and their contact details (email and telephone) 24 hours a day, 7 days a week;
- update this list whenever there is a change (addition, deletion, modification) of person and/or contact details;
- provide its customers' registration numbers sufficiently in advance to enable Eurotunnel to contact them when lorries arrive at the CDS;

- set up an on-call telephone service so that the RDE can be contacted at times when it is likely to be needed on site.

In the event of repeated non-compliance (3 consecutive or non-consecutive occurrences of failure to meet the response time and/or failure to provide a contact person during a 3-month period), Eurotunnel reserves the right to withdraw access to the CDS site.

6. Services offered by Eurotunnel

The RDE may request Eurotunnel to provide operational logistics assistance services. Eurotunnel can provide documentary and quayside assistance at the CDS site. To this end, the RDE and Eurotunnel must enter into an RDE assistance contract. The RDE is solely responsible for completing the declaration formalities required by customs regulations and sanitary and phytosanitary (SPS) formalities.

However, if no RDE assistance contract has been concluded between the RDE and Eurotunnel, the

latter will not assist with any checks on the goods. Eurotunnel will contact the RDE. The RDE is required to go to the CDS to perform the following services:

- Sample collection certificate: The Service Provider shall sign on behalf of the Customer the sample collection certificate that may be required by the authorities, with the exception of samples taken as part of IOC (Intensify Official Control) procedures. If the Customer wishes to receive one of the samples taken by the SIVEP, the Customer shall inform the Service Provider. In this case, the Customer shall bear the costs of sending the samples.
- Pre-notification of refusal.
- Notification of refusal.
- Destination of rejected batches – release of batches.
- Notification of refusal of admission to the territory.
- Notification of release of deposit
- Regulatory reminder.

The RDE is required to hand over the ticketing, as well as the customs clearance note (green status).

The RDE must not ask Eurotunnel to hand over the documents to the driver after the clearance note (green status).

6.1 Storage and consignment

Eurotunnel may store goods for which the RDE is responsible and which are subject to consignment in the CDS refrigerators. The services provided by Eurotunnel are limited to the storage capacity of the CDS.

If there is no space available, storage must be in trailers. For this purpose, Eurotunnel provides electrical connections in the car park at the price indicated in the price list in Appendix 1.

The Customer and/or the RDE is required to collect their goods as soon as possible, especially as storage costs are progressive.

After the 60th day of storage, Eurotunnel will no longer accept further instructions from the Customer and/or the RDE. Furthermore, Eurotunnel reserves the right to close the Customer and/or RDE account, in particular when:

- The goods are not collected.
- The storage costs are not paid.

6.2 Destruction

In the event of destruction of goods requiring external intervention, the cleaning of containers

and the cleaning of platforms and car parks contaminated by goods will be invoiced.

If the RDE does not carry out the destruction, Eurotunnel will use a subcontractor. The costs associated with this destruction will be re-invoiced to the RDE and increased.

7. Groupage of goods

In the event of goods being grouped together in a single lorry, each RDE is required to inform Eurotunnel in advance so that the latter is aware of all the RDEs involved and the associated goods.

Failing this, Eurotunnel shall not be held liable in the event of the lorry being released without the goods having been cleared through customs.

8. Modifications

The rates are indicated in the price list appended to these Regulations. Eurotunnel reserves the right to modify the rates at any time with 10 calendar days' notice. Similarly, Eurotunnel has the right to unilaterally modify the provisions of these Internal Regulations with 10 calendar days' notice.

9. Invoicing

Each invoice is payable within thirty days of its date of issue. Any questions regarding invoices must be addressed to Eurotunnel within fifteen days of the invoice date, failing which the amounts shown on the invoice will be deemed to have been accepted.

In the event of late payment, the Freight Operator shall be liable for interest on the amount due at the legal rate plus 10 points from the expiry of the above-mentioned term, without the need for formal notice. The Freight Operator shall also pay a fixed compensation fee for recovery costs of £40.

10. Liabilities-Exclusions

All RDEs, their agents, drivers or carriers are liable for any bodily injury and any damage to property or buildings that they or their vehicles may cause to the facilities in the area or to other vehicles and persons present. Any damage or incident occurring in the CDS area must be reported immediately to the CDS site manager. In the event of damage, the RDE or carrier must report it to their insurance company.

Eurotunnel cannot be held liable in the event of theft or damage, or in the event of an assault occurring in the CDS area. Eurotunnel remains a third party to any contractual relations that may exist between the RDE, the owner of the goods, the carrier and any other person with an interest in the goods. Eurotunnel cannot under any circumstances be held liable for damage or loss

caused in particular by access, refusal of access, withdrawal of the badge or any other incident suffered in connection with access to the CDS area.

Eurotunnel does not have custody of trailers present on the CDS site.

Eurotunnel shall retain any document proving the release (green status) of the lorry by the Customs services for six months from the date of said release. Any action beyond this period shall be time-barred.

All RDE or carrier agents undertake to provide their agents with a copy of the Internal Regulations.

11. Personal data

In accordance with the amended French Data Protection Act of 6 January 1978 and European Regulation No. 2016/679/EU of 27 April 2016, Eurotunnel has established a right of access, rectification and deletion of personal data processed by Eurotunnel and its subcontractors, if any, to ensure the security of the site, manage incidents and comply with its legal obligation to collect connection data.

12. Applicable law

These Regulations are subject to French law. Any dispute must be subject to an attempt at amicable resolution prior to any legal action. In the absence

of agreement, the Courts of Boulogne-sur-Mer shall have jurisdiction.

13. Contact

- a.** Information, incident reports, lost badges or disputes: Eurotunnel - site manager
Telephone: 03.21.00.44.61
Email: ebso@eurotunnel.com
- b.** Access to personal data: Eurotunnel, Legal Department, Operational Headquarters, BP 69, 62904 Coquelles Cedex.
dpo@getlinkgroup.com

14. Appendices to these Internal Regulations

Appendix 1 - Price list

Appendix 2 - Map of the CDS zone

Appendix 3 - Safety and security rules

Appendix 4 - Equine station regulations

PRICE SCHEDULE FOR EQUIPMENT AND SERVICES AT THE EURO TUNNEL SIVEP CUSTOMS CENTRE

Representation of the dockside goods by an EBS representative* <i>(participation in the seal, identity and physical inspections of the goods by the customs services or SIVEP)</i>	€29 excl. VAT per 30 min <i>(every 30-minute period started will be invoiced)</i>
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INFRASTRUCTURE MANAGER PRICE SCHEDULE

Assistance with the document inspections by the customs services or SIVEP (unless RCR present on site) <i>The fixed amount of €5 corresponds to:</i> - Case oversight and support - Return of documents with the green status	€5 excl. VAT / transport unit
Use of the CDS centre <i>(car park and amenities)</i> <i>(if RCR present on site)</i>	€3 excl. VAT / transport unit
Provision of the dock for inspection <i>(this concerns seal inspections, identity checks and physical inspections)</i>	€22 excl. VAT / transport unit
Provision of a forklift driver, pallet truck or forklift truck - securing the dock area - pallet replacement and/or re-palletising, and wrapping <i>(this only concerns physical inspections and is combined with docking the truck for inspection)</i>	€30 excl. VAT per 30 min <i>(every 30-minute period started will be invoiced)</i>
Storage of held goods in the CDS centre's fridges <i>Per calendar day / per pallet in refrigerated, deep-freeze or ambient storage (irrespective of whether or not the pallet is full)</i>	From the 1st to the 5th day: not invoiced
	From the 6th to the 20th day: €41 excl. VAT
	From the 21st to the 40th day: €55 excl. VAT
	From the 41st to the 60th day: €73 excl. VAT
	From the 61st day: €120 excl. VAT
Electric power supply for a held refrigerated trailer	€26 per half-day (12 hours) <i>(every half-day period started will be invoiced)</i>
Trailer held by the authorities after 10 days' presence in the car park and not connected to a power supply	€15 per half-day (12 hours) <i>(every half-day period started will be invoiced)</i>

PRICE SCHEDULE FOR DESTROYING GOODS

Cleaning of the containers	€30 per container
Cleaning of the docks and car park <i>(infected by the goods)</i>	€50 per cleaning operation
In the event of destruction, operations requiring the involvement of an external party	Actual cost on invoice + 20% management fees

PRICE SCHEDULE FOR EQUINE FACILITY SERVICES

Accommodation per day and per animal <i>(under the owner's responsibility; shavings and/or hay provided)</i>	155 €
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* Support services agreement for RCRs (with proxy)

APPENDIX 2 – MAP OF THE CDS AREA



APPENDIX 3 – SAFETY AND SECURITY RULES

INFORMATION NOTICE / INFORMATION NOTE	Date: 12/11/2025
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Dans l'ensemble du CDS le port du badge est obligatoire, celui-ci doit être apparent en permanence.

En cas d'évacuation, chaque responsable de zone (Douanes, SIVEP, RDE) doit :

- Revêtir la chasuble « chargé d'évacuation »
- Guider les personnes vers les points de rassemblement
- Fermer la marche
- S'assurer que sa zone de responsabilité est évacuée
- Confirmer à l'EBSO que toutes les zones sont évacuées

Les portes des bureaux occupés ne doivent pas être verrouillées, celles des bureaux non occupés restent verrouillées.

Utilisation de la commande d'ouverture d'urgence des portes :



Seul l'EBSO peut, après confirmation des secours le cas échéant, autoriser le personnel à réintégrer le CDS.



Le port des EPI pour toute personne présente dans la zone des quais de déchargement est obligatoire (chaussure de sécurité, veste haute visibilité).

Pendant l'intervention du cariste (déchargement / chargement d'un véhicule), les personnes présentes doivent se positionner à un endroit sécuritaire et ne pas se tenir à proximité du chariot élévateur et / ou du transpalette.

Distribution and Display: from/du / / to/au / /

Author: FABRICE VERMELLE Date: 12/11/2025	Approver(s): Name & Surname GREGORY LEHAIRE Date: 12/11/2025
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APPENDIX 4 - REGULATIONS OF THE EQUINE INSPECTION STATION – CENTRAL CUSTOMS AREA SIVEP (CDS)

By entering the equine inspection station, Users agree to abide by these Regulations without restriction or reservation. The Regulations are displayed at the entrance to the equine inspection station, provided to Users upon request, and available for consultation on the website www.eurotunnel.com.

Only the French version of the Regulations is authentic (the English version is provided for information purposes only).

Article 1 – DEFINITIONS

"Clinic": the G5 equine veterinary clinic located in Autingues, duly authorised to receive equines and/or intervene within the SIE, at the request of the SIVEP.

"SDR" means Special Drawing Rights as defined from time to time by the International Monetary Fund.

"Eurotunnel" means the joint venture formed by France-Manche SA and The Channel Tunnel Group Ltd.

"Regulations" means these regulations governing the equine inspection station located in the CDS zone.

"EIS" means the Equine Inspection Station located in the CDS area, Coquelles Terminal.

"Site": the land owned or controlled by Eurotunnel in the United Kingdom and/or France under the quadripartite concession agreement dated 14 March 1986, effective until 2086.

"SIVEP": the Veterinary and Phytosanitary Inspection Service at the borders.

"User(s)": The person involved in loading the equine(s), the owners of the equine(s), their representative(s), the companies responsible for transporting the equine(s) and/or any other person involved in their transport.

"Vehicle" means any vehicle transporting the equine animal(s).

Article 2 – ROLE OF EUROTUNNEL, SIVEP AND THE CLINIC

a. Eurotunnel is the manager of the SIE and makes its infrastructure available for the purposes of border health checks. It is a third party to the legal relationship between the Clinic and Users on the one hand, and SIVEP and Users on the other.

b. The SIVEP carries out checks on equidae in accordance with the regulations in force. The SIVEP is responsible for the systematic control of equidae entering the Community territory. The SIVEP is responsible for carrying out these checks and is solely authorised to authorise or refuse the entry of an equidae into the Community territory.

c. If the situation of the equine animal so warrants in accordance with the regulations, the SIVEP may:

- Direct the interested party to the loading area and the equines to the Clinic solely for the following services: medical or surgical care of equines if their condition so requires, performance of any examination, sampling and treatment (as specified below) that cannot be carried out within the SIE;

- Require the Clinic to come to the SIE to provide the following services: examinations and sampling to assess the clinical condition of the equines, provision of veterinary care required by the clinical condition of the equines (and which can be carried out within the SIE).

d. The Clinic is responsible for all veterinary procedures, samples and care provided to the equines. It ensures the preservation and transport of samples to the relevant analysis laboratories.

e. The general terms and conditions of operation of the Clinic's veterinary care facility are available on request from the Clinic.

Article 3 – HANDLING, MOVEMENT AND TEMPORARY ACCOMMODATION

a. All equines present within the SIE must be accompanied by the User.

b. Temporary accommodation may be required for the following reasons (non-exhaustive list): absence of the necessary documents, quarantine prior to transfer, state of health of the equine, etc. The User must remain within the SIE and accompany the equine for the entire duration of the temporary accommodation.

c. During this accommodation and for any movement on the Site, the equine remains under the legal custody of the User. The latter is therefore responsible for any damage caused to or by the equines. The equine will be fed by and under the responsibility of the User, it being understood that Eurotunnel will provide water, dust-free wrapped hay and dust-free wood shavings.

d. All movements and manoeuvres involving equines within the SIE premises are carried out under the full responsibility of the User. The User undertakes to comply with all instructions given by the SIVEP, Eurotunnel or the Clinic.

e. In any event, the accommodation of the equine may not exceed forty-eight (48) hours.

f. The transport of equines to and from the Site is at the expense and under the responsibility of the User.

Article 4 – MOVEMENT WITHIN THE SITE

The User may access the various buildings in the CDS area made available to them (in particular the sanitary facilities). The User must ensure that they are used properly, in particular in terms of safety, security and the environment, in accordance with the applicable laws and regulations.

Article 5 – HAZARDOUS GOODS

a. It is prohibited to spill or allow the flow of oily, flammable or corrosive liquids within the SIE premises. In the event of an accidental spill and after the incident has been reported by Eurotunnel staff or agents, any cleaning and repair costs will be charged to the person concerned.

b. Vehicles transporting hazardous materials are not permitted in the SIE car park.

Article 6 – LIABILITY

a. The User is liable for any personal injury and damage to property caused by the horses or the User, both on the SIE's premises and to other horses and persons present. Similarly, the User is liable for any accidents or damage suffered by the horses. The User is solely liable for the above-mentioned incidents. Any accident, incident or damage occurring at the SIE must be reported immediately to Eurotunnel staff on site.

b. It is reminded that the User must have taken out and maintain a valid insurance policy to cover the financial consequences of damage of any kind caused to equines or by equines to third parties or to Eurotunnel.

c. Eurotunnel cannot be held liable for decisions to refuse or approve shipments made by the SIVEP in the context of health checks or for treatment provided by the Clinic. Nor shall it be liable for any damage caused by or to equines, except for damage suffered by the latter as a result of gross negligence on the part of Eurotunnel in the maintenance of the SIE.

In any event, Eurotunnel's total liability for incidents wholly unrelated to transport and occurring at the SIE is limited to 70,000 SDRs per Vehicle, regardless of the damage, the basis (contractual or tortious) and the number of claimants and/or claims.

d. Eurotunnel's liability for events solely related to transport or occurring during transport is defined in the General Conditions of Carriage.

e. Nothing in these Regulations excludes or limits Eurotunnel's liability for:

- death or personal injury attributable to Eurotunnel's negligence;
- fraud or fraudulent misrepresentation on the part of Eurotunnel; or
- any liability that cannot be legally excluded or limited.

f. Nuisance behaviour and incivility towards Eurotunnel staff or agents and/or other Users is prohibited. In the event of nuisance or incivility, Eurotunnel reserves the right to require the User to leave the CDS building(s) and/or the SIE, and to take legal action if necessary.

Article 6 Bis – OPERATIONAL TERMS AND CONDITIONS RELATING TO ACCOMMODATION

In the event of one or more equines being accommodated, the RDE must inform Eurotunnel, which will provide hay, wood shavings and stable equipment.

Dust-free wrapped hay, dust-free shavings and stable equipment are stored in the equine station, locked away and under the responsibility of Eurotunnel.

Article 7 – RATES AND PAYMENT

a. The presentation cost (covering cleaning and disinfection costs) shall be paid by the User to Eurotunnel.

b. The cost of temporary accommodation, payable by the User to Eurotunnel, is as follows: one hundred and fifty-five euros excluding tax (€155 excl. VAT) per day.

c. The SIVEP health fee is payable by the User and shall be paid to Customs.

d. The cost of transporting the equines, all procedures, samples and care provided shall be borne by the User.

e. Veterinary care is invoiced by the Clinic directly to Users; Eurotunnel is a third party to the contractual relationship between the Clinic and Users.

Article 8 – PERSONAL DATA

In accordance with the amended French Data Protection Act of 6 January 1978 and European Regulation No. 2016/679/EU of 27 April 2016, Users have the right to access, rectify and delete personal data concerning them and processed by Eurotunnel and its subcontractors, if any, to ensure the security of the EIF, manage incidents (particularly payment incidents) and comply with its legal obligation to collect connection data.

Article 9 – APPLICABLE LAW

These Terms and Conditions are subject to French law. Any dispute must be resolved amicably prior to any legal action. **In the absence of agreement, the Courts of Boulogne-sur-Mer shall have jurisdiction.**

Article 10 – OPENING HOURS AND CONTACTS

a. Please note that the SIE's opening hours depend on the SIVEP and are as follows: 8.30am to 6pm CET, 7 days a week. No entry is permitted outside these hours without a prior appointment with the SIVEP;



appointments can be made with Eurotunnel when booking transport.

b. Information about the SIE: ebso@eurotunnel.com.

c. Access to personal data: Eurotunnel, Legal Department, Head Office, BP 69, 62904 Coquelles Cedex, legal@eurotunnel.com.

d. Reporting accidents, incidents, damage or disputes: ebso@eurotunnel.com.