

RULES OF PROCEDURE FOR THE SIVEP CUSTOMS CENTRE

Preamble

You are a Registered Customs Representative (RDE) and/or an employee of an RDE (hereinafter collectively referred to as "RDE"). You require 24/7 access to Eurotunnel's Sivsep Customs Centre (CDS) to facilitate your clients' procedures.

You are a freight carrier travelling from Folkestone via LeShuttle Freight (a service provided 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, is the owner and infrastructure manager of this area. 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. Access conditions for RDEs

1.1 Requirements and obligations

Access to the CDS by RDEs requires the presentation of

:

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

Workwear suitable for handling operations is required. The badge is personalised and issued on a personal basis for a period of one (1) year; it may not be lent to 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 ensuring that its staff, agents and subcontractors are made aware of and comply with the Rules of Procedure.

1.2 Duration

Access is granted for a period of one (1) year, renewable for further periods of one (1) year. Upon expiry 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

In the event of misconduct, negligence, inappropriate or disrespectful behaviour towards other persons present at the CDS, a 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 appropriate, proceed with the immediate withdrawal of the access badge.

The badge is issued on a personal basis and must not under any circumstances be reused for any purpose other than that for which it was issued. In the event of a breach of this obligation, the RDE's access badge will be immediately withdrawn. Any RDE or RDE agent who leaves their post must return their badge within two calendar days.

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

2. Security and Safety

All persons on site must comply with the health, safety and environmental rules in force on site and set out in Appendix 3. It is prohibited to take photographs of the CDS site, whether inside or outside the buildings.

2.1 Entry and Exit of RDE

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 holding 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

Anyone on the CDS site undertakes to comply with the provisions of the Highway Code, the signage in the car park and any instructions given by a Eurotunnel member of staff.

Regarding RDE vehicles and for safety reasons at Gate 230 of the CDS, it is compulsory to scan your badge and wait for the gate to open and close.

b. Parking

Regarding road hauliers, parking on the CDS site is strictly reserved for lorries that have crossed via the Channel Tunnel and are in orange customs status pending inspection.

Regarding RDEs, parking on the CDS site is reserved for RDEs carrying out their duties. They must use the spaces allocated to them.

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

- Charging the haulier for any parking whilst the vehicle is in green status.
- Charging the RDE for any trailer storage whilst the vehicle is in green status.
- Charging the RDE for any parking of any vehicle carrying consigned goods for more than 10 days from the date notified by the authorities for the destruction of such goods.

c. Removal

Eurotunnel reserves the right to remove, at the carrier's or RDE's expense, 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 permitted only within the areas strictly necessary for the performance of the task entrusted to the RDE by its client, and designated for this purpose by Eurotunnel. Outside these predefined areas and at the end of any task, non-resident RDEs are prohibited from moving within the CDS zone.

4. Access to buildings and services

4.1 Access to the building CDS and its facilities

- a. On arrival, the RDE reports to the reception desk to speak to an EBS officer regarding

the procedure and access to the counters and inspection bays if necessary.

- b. Toilets, accessible from the driver's area, are available for use by RDEs.

- 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 logistical facilities is subject to authorisation by Eurotunnel staff.

Only Eurotunnel's logistics facilities may be used on site, and these will be operated by dedicated Eurotunnel staff. These services are charged at the rate indicated in the annex.

RDEs are prohibited from using any other logistical resources.

In the event of operations already underway and the immediate unavailability of equipment, the RDE shall not be entitled to hold Eurotunnel liable for any resulting delay.

5. Response time

As Eurotunnel offers its customers a service every 10 minutes during peak hours, to avoid congestion in the car park, the RDE must be able to handle the formalities check process at the CDS site within a maximum of 15 minutes of 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 staff authorised to communicate with Eurotunnel staff, along with their contact details (email and telephone number) available 24 hours a day, 7 days a week; - update this list whenever there is a change (addition, removal or modification) to personnel and/or contact details; - provide its customers' registration numbers sufficiently in advance to enable Eurotunnel to contact them when the lorries arrive at the CDS;

- set up an on-call service so that the RDE can be contacted at times when they are likely to need to intervene on site.

In the event of repeated non-compliance (three instances, whether consecutive or not, of failure to meet response times and/or failure to provide a contact person who can be reached, within a three-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 and logistical support services. Eurotunnel may indeed provide documentary and on-site assistance at the CDS site. To this end, the RDE and Eurotunnel must enter into an

RDE support contract. The RDE is solely responsible for completing the declaration formalities required by customs regulations and the sanitary and phytosanitary (SPS) formalities.

However, where no contract for RDE assistance has been concluded between the RDE and Eurotunnel, the latter will not be present during any inspections of the goods. Eurotunnel will contact the RDE. The RDE is required to attend the CDS to carry out the following services:

- Certificate of sample collection: The Service Provider shall sign, on behalf of the Client, the certificate of sample collection that may be required by the authorities, excluding samples taken as part of IOC (Intensified Official Control). If the Client wishes to receive any of the samples taken by SIVEP, the Client shall inform the Service Provider. In this case, the Client shall bear the costs associated with the dispatch of the samples.
- Prior notification of refusal.
- Notification of rejection.
- Destination of rejected consignments – release of consignments.
- notification of refusal of admission on the territory.
- Notification of release from storage
- Regulatory reminder.

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

The RDE must not ask Eurotunnel to hand over the documents to the driver after the clearance slip (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 no space is available, storage must take place in the trailers. For this purpose, Eurotunnel provides electrical connections in the car park at the price indicated in the price list set out in Annex 1.

The Customer and/or the RDE is required to collect their goods as soon as possible, particularly as storage charges are charged on a sliding scale.

From the 60th day of storage onwards, Eurotunnel will no longer accept further instructions from the

Customer and/or the RDE. Furthermore, Eurotunnel reserves the right to close the Customer's and/or the RDE's account, in particular where:

- The goods have not been collected.
- Storage charges remain unpaid.

6.2 Destruction

In the event of the destruction of goods requiring external intervention, the cleaning of the containers as well as the cleaning of the platforms and car park contaminated by the goods will be invoiced.

Should the RDE fail to carry out the destruction, Eurotunnel will engage a subcontractor. The costs associated with this destruction will be passed on to the RDE and subject to a surcharge.

7. Consolidation of goods

Where goods are consolidated within 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 accepts no liability in the event of the lorry being released without the goods having been cleared through customs.

8. Amendments

The fares are set out in the fare table appended to these Regulations. Eurotunnel reserves the right to amend the fares at any time, subject to 10 calendar days' notice. Similarly, Eurotunnel has the right to unilaterally amend the provisions of these Regulations, subject to 10 calendar days' notice.

9. Invoicing

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

In the event of late payment, the Freight Operator shall be liable to pay interest on the amount due at the statutory rate plus 10 percentage points from the expiry of the period stipulated above, without the need for formal notice. The Freight Operator shall also pay a fixed compensation fee for recovery costs of €40.

10. Liabilities and Exclusions

Any RDE, its agents, any driver or any carrier shall be liable for personal injury and any damage to movable or immovable property that him or his vehicle might

cause damage to both the facilities in the area and to other vehicles and people present. Any damage or incident occurring within the CDS area must be reported immediately to the CDS site manager. In the event of damage, the RDE or the carrier must report it to their insurance company.

Eurotunnel shall not be held liable in the event of theft or damage, or in the event of an assault occurring within the CDS area. Eurotunnel remains a third party to any contractual relationships that may exist between the RDE, the owner of the goods, the carrier and any other person with an interest in the goods. Eurotunnel shall under no circumstances be held liable for any damage or loss caused, in particular, by access, refusal of access, withdrawal of the badge or any other incident occurring in connection with access to the CDS area. Eurotunnel does not have custody of the trailers present on the CDS site.

Eurotunnel shall retain any document evidencing the release (green status) of the lorry by Customs for six months from the date of such release. Any action taken after this period shall be time-barred.

All agents of an RDE or a carrier undertake to provide their agents with 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 erasure of personal data processed by Eurotunnel and any of its subcontractors to ensure the security of the site, the management of

incidents and to comply with its legal obligation to collect connection data.

12. Governing law

These Terms and Conditions are governed by French law. Any dispute must, prior to any legal action, be subject to an attempt at amicable resolution. In the absence of an agreement, the courts of Boulogne-sur-Mer shall have jurisdiction.

13. Contact

- a. Enquiries, Incident Reports, Lost Badges or Disputes: Eurotunnel – the site operator
Telephone: 03.21.00.44.61
Email: ebso@eurotunnel.com
- b. Access to personal data: Eurotunnel, Legal Department, Operations Headquarters, PO Box 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 – Health and Safety Rules

Appendix 4 – Horse Station Regulations

PRICING OF EQUIPMENT AND SERVICES AT THE SIVEP TUNNEL CUSTOMS CENTRE

Applicable from 24/03/202C

Presentation of goods at the quay by an EBS clerk* <i>(participation in sealed inspections, identity checks or physical inspections by Customs or SIVEP of goods)</i>	€26 excl. VAT / 30 mins <i>(any half-hour or part thereof will be charged)</i>
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INFRASTRUCTURE MANAGER PRICING

Provision of the quay for inspection <i>(this applies to seal checks, identity checks and physical checks)</i>	€22 excl. VAT / transport unit
Provision of a forklift operator and a pallet truck or forklift - securing the dock area - pallet replacement and/or repalletising and wrapping <i>(this applies exclusively to physical checks and is in addition to the docking of a for inspection)</i>	€30 excl. VAT / 30 mins <i>(any half-hour or part thereof will be charged)</i>
Storage of consigned goods in the CDS cold stores <i>Per calendar day / per pallet in positive or negative cold storage or ambient storage (regardless of whether the pallet is full or not)</i>	From the 1 st to the 5 th day: free of charge
	From the 6 th to the 20 th day: €41 excl. VAT
	From the 21 st to the 40 th day: €55 excl. VAT
	From the 41 st to the 60 th day: €73 excl. VAT
Power supply for refrigerated trailer (deposit required)	€26 per half-day (12 hours) <i>(any half-day started will be charged)</i>
Trailer impounded by the authorities after 10 days on the car park and not connected	€15 per half-day (12 hours) <i>(any half-day started will be charged)</i>

CHARGES IN THE EVENT OF DAMAGE TO GOODS

Cleaning of bins	€30 per bin
Cleaning of the loading bays and car park <i>(contaminated by goods)</i>	€50 per visit
In the event of destruction, operations requiring the services of an external contractor external	Actual cost as per invoice + 20% administration fee

PRICING FOR STATION EQUINE SERVICES

Accommodation per day per horse <i>(under the owner's responsibility; shavings and/or hay provided)</i>	€155
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* RDE support contract (with power of attorney)

APPENDIX 2 - MAP OF THE CDS AREA

Centre Douane SIVEP (CDS)



APPENDIX 3 – SAFETY AND SECURITY RULES

INFORMATION SHEET / INFORMATION NOTE

Date: 12/11/2025

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 / to

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VERMELLE
Date: 12/11/2025

Approved by: Name & Surname: GREGORY LEHAIRE
Date: 12/11/2025

APPENDIX 4 - REGULATIONS OF THE EQUINE INSPECTION STATION – SIVEP CUSTOMS CENTRE (CDS)

By entering the equine inspection centre, Users agree to accept these Regulations without restriction or reservation. The Regulations are displayed at the entrance to the equine inspection station, provided to Users on request, and available on the website www.eurotunnel.com. **Only the French version of the Regulations is authoritative (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 carry out procedures within the SIE, at the request of the SIVEP.

“SDR” refers to the Special Drawing Right as defined from time to time by the International Monetary Fund.

‘Eurotunnel’: the joint venture comprising France-Manche SA and The Channel Tunnel Group Ltd.

“Regulations”: these regulations governing the equine inspection station located in the CDS zone.

“SIE”: the equine inspection station located in the CDS zone, Coquelles Terminal.

“Site”: the land owned or controlled by Eurotunnel in the United Kingdom and/or France pursuant to the four-party concession agreement dated 14 March 1986, which remains in force until 2086.

“SIVEP”: the Veterinary and Phytosanitary Inspection Service at the borders.

“User(s)”: The party responsible for the load, the owners of the equines, their representative(s), the companies responsible for transporting the equines and/or any other person involved in their transport.

“Vehicle” means any vehicle transporting the horse(s).

Article 2 – ROLE OF EUROTUNNEL, SIVEP AND THE CLINIC

a. Eurotunnel is the operator 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, on the one hand, the Clinic and the Users, and, on the other hand, SIVEP and the Users.

b. SIVEP carries out checks on equidae in accordance with the regulations in force. SIVEP is responsible for the systematic checking of equidae entering the EU territory. SIVEP is responsible for the smooth running of these

checks and is solely authorised to permit or refuse the entry of an equine animal into the Community territory.

c. If the equine’s situation justifies it under the regulations, the SIVEP may:

- Direct the person concerned to the loading area and the equines to the Clinic solely during inspections for the following services: medical or surgical treatment of the equines if their condition so requires; and the performance of any examinations, samples and treatment (as specified below) that cannot be carried out within the SIE;
- Instruct the Clinic to come to the SIE to provide the following services: examinations and samples to assess the clinical condition of the equines, and the provision of veterinary care necessitated 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 shall ensure the storage and transport of samples to the relevant analytical laboratories.

e. The general terms and conditions governing the operation of the Clinic’s veterinary practice are available on request from the Clinic.

Article 3 – HANDLING, MOVEMENT AND TEMPORARY ACCOMMODATION

a. Any equine animal present within the SIE must be accompanied by the User.

b. Temporary accommodation may be required for the following reasons (non-exhaustive list): lack of necessary documents, quarantine prior to transfer, the equine’s state of health, 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 in the legal custody of the User. The User is therefore liable 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 baled hay and dust-free wood shavings.

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

e. In any event, the equine may not be accommodated for more than forty-eight (48) hours.

f. The transport of equines within and outside the Site is at the User's expense and under their responsibility.

Article 4 – MOVEMENT WITHIN THE SITE

The User may access the various buildings in the CDS area made available to them (in particular the toilet facilities). The User must ensure their proper use, particularly in terms of safety, security and the environment, in accordance with applicable laws and regulations.

Article 5 – DANGEROUS GOODS

a. It is prohibited to spill or allow to leak any oily, flammable or corrosive liquids within the SIE premises. In the event of an accidental spill, and once the incident has been reported by Eurotunnel staff or agents, any costs incurred for cleaning and restoration will be charged to the person responsible.

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

Article 6 – LIABILITY

a. The User is liable for any personal injury and for any damage to property or buildings that the horses or the User may cause, both to SIE facilities 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 incidents mentioned above. Any accident, incident or damage occurring at the SIE must be reported immediately to Eurotunnel staff present on the Site.

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

c. Eurotunnel shall not be held liable for decisions by SIVEP to refuse or approve the shipment in the context of health checks, or for treatment provided by the Clinic. Nor is it liable for any damage caused by or to equines, with the exception of 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 entirely unrelated to the transport and occurring at the SIE is limited to 70,000 SDRs per vehicle, regardless of the nature of the damage, the basis of the claim (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 set out in the General Conditions of Carriage.

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

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

f. Disruptive behaviour and incivility towards Eurotunnel staff or agents and/or other Users are prohibited. In the event of any nuisance or anti-social behaviour being observed, Eurotunnel reserves the right to require the User to leave the CDS building(s) and/or the SIE, and, where appropriate, to take legal action.

Article 6 Bis – OPERATIONAL TERMS RELATING TO ACCOMMODATION

In the event of the accommodation of one or more equines, the RDE must inform Eurotunnel, which will be responsible for providing hay, shavings and stable equipment.

Dust-free baled hay, dust-free shavings and stable equipment are stored in the equine facility, kept under lock and key, and under the responsibility of Eurotunnel.

Article 7 – RATES AND PAYMENT

a. The presentation fee (covering cleaning and disinfection costs) is payable by the User to Eurotunnel.

b. The cost of the temporary accommodation service, 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 must be settled with Customs.

d. The cost of transporting the equines, as well as all procedures, samples taken and treatment provided, is 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, the User has the right to access, rectify and erase personal data concerning them and processed by Eurotunnel and any of its subcontractors to ensure the security of the SIE, manage incidents (particularly payment-related incidents) and to comply with its

legal obligation to collect connection data.

Article 9 – GOVERNING LAW

These Terms and Conditions are governed by French law. Any dispute must, as a matter of priority and prior to any legal action, be resolved amicably. **In the absence of an agreement, the courts of Boulogne-sur-Mer shall have jurisdiction.**

Article 10 – OPENING HOURS AND CONTACT DETAILS

a. Please note that the SIE's opening hours are determined by the SIVEP and are as follows: 8.30 am–6.00 pm CET, 7 days a week. Entry is not permitted outside these hours or without a prior appointment with the SIVEP; appointments must be arranged with Eurotunnel's services at the time of booking transport.

b. Information regarding to the SIE: ebso@eurotunnel.com .

c. Access to personal data: Eurotunnel, Legal Department, Operations Headquarters, PO Box 69, 62904 Coquelles Cedex, legal@eurotunnel.com .

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