

ROTAPORT COMMUNICATION AND OPERATION INFORMATION

1. GENERAL CARGO OPERATIONS:

Procedures to be performed by agencies for vessel discharge and loading procedures

1. The initial voyage notification from the vessel's agency shall be sent to berth@yilport.com and yarimcaoperasyon@yilport.com email addresses. A port suitability assessment is carried out based on the vessel's technical specifications, and if found suitable, the vessel is included in the port schedule. Customs documents must be submitted to yarimcasevkiyat@yilport.com and yarimcaoperasyon@yilport.com. In addition, the relevant documents must be physically delivered to the port Operations Department by the customs brokers.
2. The agency is required to routinely notify the Planning Department (berth@yilport.com) of the vessel's estimated time of arrival (ETA) at least one week in advance. Other relevant vessel and cargo details (such as vessel name, type, length, cargo type, cargo plan, and operational status under weather conditions, etc.) must be submitted to the Planning Department via the "Vessel Request Form" prior to the vessel's arrival. Additionally, the final arrival time and operational status must be reported to the Planning Department no later than 24 hours before arrival.
3. Before the vessel discharge operation, the manifest list — including the company name, summary declaration number, and cargo details - as well as the vessel's cargo hold plan must be sent to yarimcaoperasyon@yilport.com and gokhan.altin@yilport.com. In addition, any information requested by the Trade Department (such as taxpayer name, tax number, contact details, etc.) must be provided when necessary.
4. The vessel's berthing is planned based on its arrival time, operational readiness, and the port's availability. Subsequently, the agency or customer is informed of the berthing schedule via email, or the relevant information can also be obtained through berth@yilport.com. Based on the information provided in the "Vessel Request Form," Rotaport submits a berthing request to the pilotage service. Following the written berthing approval issued by the Planning Department, permission is granted for the vessel to berth, and a pilotage call is made.
5. The vessel must depart from the port within three hours after the completion of its operation. For each additional hour of delay, charges will be applied in accordance with the idle berth occupancy tariff.

The documents required from vessels berthing at our port are listed below. These documents must be submitted to the port by the customs broker or the customer prior to the vessel's berthing.

- a. Original Discharge/Loading Permission and Discharge/Loading Lists
- b. Discharge/Loading Declarations
- c. Warehouse Declaration

Email addresses for summary declaration: yarimcaoperasyon@yilport.com, gokhan.altin@yilport.com, yarimcasevkiyat@yilport.com ve furkan.erikan@yilport.com

LOAD ACCEPTANCE AND OPERATION PROCESS

1. All customer requests are received through the Sales and Marketing Department's shared email address: marketing@yilport.com
2. The Sales Department forwards a quotation to the customer after confirming the relevant cargo with operations. Once approval is received from the customer, the cargo can be discharged and/or loaded at the port.
3. Depending on the type of customs procedure (Suphalan or Warehouse), the customer confirms the cargo with the sales team before its arrival. The Port Operations team then approves the corresponding operation.

4. For project cargo, if the cargo is placed in a warehouse or processed as suphalan, the insurance coverage process can only be initiated with the approval of the Sales and Marketing Department.
5. For cargo withdrawn from the warehouse outside of regular working hours, overtime charges will apply. Approval for overtime fees must be obtained from the Sales and Marketing Department.
6. Since all warehouses at Rotaport are classified as type A general warehouses, it is mandatory to open a warehouse declaration for all cargo entering the port area, regardless of whether it is for import or export.
7. Before the cargo is removed from the warehouse, the import declaration must be presented to the YGM, shipping officers, warehouse supervisor, and security. Release approval is granted only after all payments related to the cargo are completed.

PROCEDURES TO BE FOLLOWED REGARDING DAMAGE PROCEDURES OCCURRING DURING OPERATIONAL ACTIVITIES

All damages occurring within the port area are monitored by the Insurance and Claims Department. Notifications regarding any damage within the port area must be shared with the Insurance and Claims Department via the shared email address: yph.claims@yilport.com

During loading and discharge operations, any damage that may occur are documented through official reports and recorded. Recorded damages are subjected to insurance procedures based on customer requests, with the aim of minimizing the impact of any existing damage. This process not only ensures the preservation of Yilport Holding's relationships with its customers but also strives to maintain the highest level of customer satisfaction.

In the event of any damage not documented by Port Operations, the Port Management will not assume any responsibility, and no right of recourse shall arise

SALES AND MARKETING

The Sales and Marketing Department, together with the Customer Service Department, collects coordinated feedback from customers receiving services from Yilport regarding the port and the services provided. The collected feedback is shared with the relevant departments to maintain and continuously improve Yilport's service quality. Actions taken and measures implemented are regularly reported to senior management.

Requests, inquiries, or suggestions submitted via phone, email, face-to-face meetings, or through the customer feedback form available at <https://www.yilport.com/cr/customerfeedback.html> constitute the first step in the feedback evaluation process. The collection of all responses involving Operations, Customer Service, Trade, Sales, and other relevant departments aims to ensure the highest possible service quality within the scope of Customer Relationship Management. The communication channels through which customers can submit their feedback are as follows:

Phone number: 0262 528 10 07

trgeb.musterihizmetleri.dg@yilport.com and marketing@yilport.com

<https://www.yilport.com/cr/customerfeedback.html> 'Customer Feedback Form'

CONTACT INFORMATION

Regional Manager for Türkiye: Ertan OCAK

ertan.ocak@yilport.com

Terminal Director: Serhat YİĞENLİ

serhat.yigenli@yilport.com

Phone Number: 0262 679 76 00 – 7671

Cell Phone: 0532 716 65 85

Operation

Group email address: yarimca.operation@yilport.com

Operation Maneger

Gökhan ALTIN

E Mail: gokhan.altin@yilport.com

Phone Number :0261 528 10 07 – 7527

Cell Phone: 0530 602 06 26

Operation Specialist

Furkan ERİKAN

E Mail: furkan.erikan@yilport.com

Phone Number: 0262 528 10 07- 7503

Public

Commerce Department

Group email address: tr.gbz.commerce.gencargo.dg@yilport.com

Taem Leader

Hanife TERZİ

E Mail: hanife.terzi@yilport.com

Phone Number: 0262 679 76 00 – 7739

YPH Sales and Marketing

Group email address: marketing@yilport.com.tr

Sales Manager

Emine TANYERİ KARACA

E Mail: emine.tanyeri@yilport.com

Phone Number: 0538 635 28 11

Sales Manager

Erdem KORUCUOGLU

E Mail: erdem.korucuoglu@yilport.com

Phone Number: 0535 664 59 41

YPH Sales and Marketing – Marketing Communications (Advertising, promotion, sponsorship and media relations)

Group email address: pr@yilport.com and marcom@yilport.com

Marketing Communications Manager

Ece YAVUZ

E Mail: ece.yavuz@yilport.com

Phone Number: 0537 956 35 86

Global Logistics Center

YGLC Planning Department

Group email address: berth@yilport.com

Planning Specialist

Naki AKPINAR

E Mail: naki.akpinar@yilport.com

Phone Number: 0536 836 71 68

Accounting

Senior Manager of Finance and Accounting

Canan SEViÇ

Phone Number: 05321727624

E Mail: canan.sevic@yilport.com

Senior Accounting Specialist

Sabri GÜLSEVEN

Phone Number: 0262 679 76 00 - 7691

E Mail: sabri.gulseven@yilport.com

Assistant Accounting Specialist

Sena GÖRER

Phone Number: 0262 679 76 00 - 7891

E Mail: sena.gorer@yilport.com

Group e-mail address: muhasebe@yilport.com

For reconciliation and payment receipt sharing: mutabakat@yilport.com

Insurance and Damage

Group e-mail address: yph.claims@yilport.com

Warehouse

Chief of Operations

Savaş ŞİMŞEK

E Mail: savas.simsek@yilport.com

Phone Number: 0262 528 10 07 / 7505

Cell Phone: 0536 466 85 33

Atilla ARSOY

E Mail: atilla.arsoy@yilport.com

Phone Number: 0262 528 10 07 / 151

Cell Phone: 0507 450 66 90

Delivery Department

Group e-mail address: yarimcasevkiyat@yilport.com

Health, Safety and Environment

Chief of HSE

Hilal TARAKÇI

E Mail: hilal.celtik@yilport.com

Phone Number: 0538 635 28 37

Shift Supervisor

Group E-Mail: yarimcaoperasyon@yilport.com

Phone Number: 0530 602 92 95