



Standard Operating Procedure (SOP)

Terminal Services for Coal

Version 2.0 – June 2025



1. Introduction

Pakistan International Bulk Terminal Limited (PIBT) is Pakistan's first state-of-the-art terminal for handling of coal, clinker and cement established under a Build-Operate-Transfer (BOT) concession granted by the Port Qasim Authority. PIBT operates as a flagship entity of the Marine Group, standing at the forefront of the cargo handling industry. Building on this foundation, PIBT is committed to operational excellence, technology innovation, and environmental sustainability

This documents outlines the Standard Operating Procedure (SOP) that governs how PIBT offers and delivers its services. It sets forth the standard framework for operational protocols, handling procedures, and commercial terms. The SOP is reviewed and updated on a regular basis to ensure continuous alignment with applicable regulations, industry standards, and internal improvements.

Unless otherwise agreed in writing, the provisions of this SOP shall apply in their entirety. This document must be read in conjunction with PIBT's applicable rules, commercial contracts, term sheets, and other relevant laws, regulations, or conditions.

2. Scope and Applicability

This SOP applies to all customers, agents, shippers, consignees, vessel owners, charterers, and any other stakeholders engaging PIBT's terminal services at Port Qasim with regards to coal.

It governs the handling and storage of coal at the Terminal. All operations shall be carried out strictly in accordance with this SOP.

All Terminal users, bringing their respective consignments for handling at the Terminal, are deemed to have read, understood, and accepted this SOP for availing PIBT's services. PIBT reserves the right to update, amend, or revise this SOP from time to time, as deemed appropriate. The latest version will be made available on PIBT's official website, and stakeholders are encouraged to remain updated accordingly.

3. Operational Guidelines for Coal Handling

3.1. Vessel Nomination and ETA Protocol

All coal vessels must be nominated through the designated channel and accompanied by an Estimated Time of Arrival (ETA) provided at least FIVE days (05 days) in advance. Any updates to the ETA must be communicated promptly and accurately to PIBT via email or message to ensure scheduling transparency and effective operational planning.

3.2. Berthing: First Come, First Served

Vessels shall be berthed on a “first come, first served” basis determined strictly by the date and time of the vessel’s initial nomination, subject to operational readiness, including the submission of a valid Notice of Readiness (NOR). However, PIBT reserves the right to adjust berthing sequence in case of exigencies relating to terminal’s safety, environmental compliance, or events of force majeure.

However, in case the Terminal’s berth becomes idle while the ETA of the next scheduled vessel as per the above criteria is advised beyond six hours of such idleness; then the Terminal, at its sole discretion, may berth any other “arrived” vessel in the interim, in order not to keep the Terminal ‘idle’. In such case, the scheduled vessel, once it arrives and tenders NOR, shall be accommodated immediately after the said berthed vessel’s cargo-handling operations get completed.

3.3. Third-Party Survey and Sampling

On the ship’s arrival, its coal consignment carried in the various holds shall be inspected, sampled, and quality-tested by a Third-Party Surveyor (such as SGS or Bureau Veritas or an equivalent entity). This shall be carried out on behalf of and in the presence of the representatives from PIBT, ship and the consignee / indenter. One sealed envelope / bag from the said sample thereof shall be duly provided to each of the three representatives; while the fourth envelope / bag shall be taken by the surveyor for testing. Cost of this sampling shall be borne equally by the three parties and the Lab. Test Report thereof shall also be shared accordingly.

3.4. Sub-Standard Coal Cargo

Coal found to be sub-standard, including but not limited to excess moisture, fine content (coal dust particles ranging from 0mm to 10mm), or contamination, shall be subject to the following:

- 1) A charge of USD 2 per metric ton for non-compliant coal cargo, and/or higher charges as assessed by the Third-Party Surveyor, based on the nature and severity of deviation from the agreed criteria shall be debited on account of the consignee/indenter of the said sub-standard consignment.

- 2) A Letter of Indemnity (LOI) must be submitted by the consignee/indenter to PIBT prior to the handling of such sub-standard coal cargo.
- 3) A Third-Party Surveyor shall be appointed by PIBT at the consignee's cost, who shall inspect the set coal consignment. The Surveyor's Report shall be final and binding for all related assessments and decisions.
- 4) PIBT reserves the right to refuse the handling of any sub-standard coal cargo, if it is determined that such handling may compromise the safety of the personnel, equipment or the environment.

3.5. Coal Dust Size and Composition

Coal fines with a particle size of **0 mm to 10 mm** shall be carefully monitored. Excessive fines content beyond acceptable industry/environmental standards may trigger rejections, LOI requirements, &/or surcharges.

3.6. Non-Compliance and Violation Charges

Any deviations from this SOP, including but not limited to inaccurate declarations, unsafe or sub-standard coal cargo, or procedural breaches, shall attract surcharges or remedial charges proportionate to the nature and gravity of the violation/non-compliance. PIBT shall assess such instances on a case-to-case basis and issue a written notice of non-compliance to the customer, along-with the applicable charges.

3.7. Volume-Based Discounts and Contractual Deals

Volume-based discounts or extended laytime shall be offered only upon execution of a valid Term Sheet or Commercial Contract. No verbal agreements or informal undertakings shall be entertained for discounting or service enhancements.

3.8. Cargo and Responsibility

- 1) PIBT shall bear no responsibility for the quality of cargo, as the cargo specifications are mutually agreed between the shipper and the consignee/buyer.
- 2) In the event the receiver/consignee/buyer has any concerns or objections regarding the quality and/or specifications of the cargo, such concerns, protest, complaints shall be addressed directly to the shipper/supplier.
- 3) PIBT shall not be responsible/liable for any shortage arising from inherent vice of the cargo, short-shipment, excessive moisture, and/or abnormal ash content.

3.9. Liability and Vessel Demurrage

PIBT shall not be held liable for any vessel demurrage, idle time, or consequential losses incurred due to delays caused by sub-standard coal cargo, force majeure, or customer non-compliance with SOP requirements.

3.10. Revisions and Updates

This SOP is subject to periodic review. PIBT reserves the right to revise it at its discretion. All stakeholders must ensure they are consulting the latest version available on PIBT's official website (<https://pibt.com.pk>).

For and on behalf of

PAKISTAN INTERNATIONAL BULK TERMINAL

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