

## **AGENCY INSTRUCTION**

### **1.1. SUPPLIER**

**1.1.1. General:** The Supplier and any supplier contracted by the supplier on our behalf shall be accountable for all the activities described here in, and for adhering to G2O's "[Anti bribery and corruption Policy](#)", G2O's "[Suppliers Code of Conduct](#)", G2O's "[General Terms and Conditions](#)", G2O's "[Life Saving Rules](#)" and G2O's "[Health and Safety on Board Form](#)"

**1.1.1.1.** The Supplier shall attend to the G2O's needs during the port stay in accordance with local requirements and Customs and as required by G2O, vessel's master and/or owners, providing them with all the herein mentioned assistance, attendance, coordination, documentation, and any customary and necessary services required for husbanding of the vessel.

**1.1.1.2.** The Supplier's overall responsibility is to protect the interests of G2O. Unless otherwise advised, this interest will always be to expedite the port call as efficiently as possible, whilst incurring minimal costs. The Supplier shall proactively approach both pre-planning and managing the port call and avoid unnecessary delays must always have top priority.

**1.1.1.3.** The Supplier shall undertake efficient coordination ensuring all port activities involving 3rd parties including but not limited to pilots, tugs, customs, bunkers activity needed, are performed in order to expedite the port call, whilst *incurring minimal costs*.

### **1.1.2. Assistance & Coordination**

**1.1.2.1. Pilots and Tugboats:** When requesting pilots and tugboats, keeping in mind the above-mentioned cost concerns, and the fact that many G2O vessels have additional manoeuvring aids such as Bow Thrusters and/or High Lift Rudders (the high lift rudder enables the Helm to be placed to up to 70 degrees either side, and acts as a stern thruster at the same manoeuvring speeds as the bow thruster is operational -the combination of bow thruster and high lift rudder further increases manoeuvrability in restricted waters and further reduces the need for tug assistance when berthing and unberthing), the Supplier must therefore request pilots and reduce the use of tugboats, where possible and with masters' prior consent, who will address prevailing conditions at the time of the manoeuvre.

**1.1.2.2. Daily Meetings:** Unless contrary instructions given by G2O, the Supplier shall arrange daily meetings on board, daily in the morning to discuss the vessels Working Program, Statement of Facts, all issues related to the cargo operations, tugs required for departure, 1 hr rule, bunker planning, crew change status, stores/spares delivery, G2 Life-Saving Rules and any related matters that might have an impact on the ship's port-stay; such meetings must include: vessel's master, stevedore's foreman and/or supervisor, the Supplier, the cargo superintendent (if in attendance) and any other relevant vessel's staff.

**1.1.2.3.** In the absence of a supercargo or port captain appointed by G2O, the Supplier shall ensure that the stevedores and any other vendor, performs the services requested by the trade operator in an economical, professional and workmanlike manner following G2 Life-Saving Rules at agreed rates and conditions. The Supplier in conjunction with the stevedore should order gangs (if liner cargo) in accordance with local working rules and practices and G2O's instructions and supervise their work so that it is performed in the best interest of G2O.

1.1.2.4. Bunker Samples: When bunker samples handling is needed, the Supplier is responsible for promptly following up and chase fulfillment from all parties involved; once samples are received, the Supplier shall immediately dispatch them to the testing institution -as applicable. In case of any delays/issues with bunker sample dispatching same to be immediately relayed to the vessel/owners and G2O.

1.1.2.5. Distribution and Equalisation of Cargo: When requested by G2O, the Supplier shall engage in distribution and/or equalization of cargo. During these activities, the Supplier must adhere to G2O's guidelines while assessing and communicating receiver's cost contributions, collect G2's authorization and receiver's acceptance, releasing of goods, delivering to receiver against contribution payment and issuance of summary invoice, as delineated below:

Note: G2O shall advise the Supplier of all cargo to be distributed and/or equalised prior to the arrival of the vessel, together with the relevant instructions/releases where necessary:

1.1.2.5.1. When the Supplier is requested to **distribute** cargo on behalf of G2O, the Supplier shall:

- a. Liaise with the receiver with regard to their delivery requirements prior to the cargo being distributed.
- b. Keep G2O fully advised with regard to distribution costs and such costs to be agreed in writing by G2O.
- c. Deliver all goods in good time.
- d. Document evidence of the delivery (Proof Of Delivery) and keep it on file for at least 3 years.

1.1.2.5.2. When the Supplier is requested to **equalise** cargo on behalf of G2O, the Supplier shall:

- a. Follow the above steps i. and ii from 1.1.2.5.1. (Distribution).
- b. Ascertain what the receiver's costs (contribution) from B/L port to final destination would have been and prior to delivering the cargo advise G2O of these costs together with the actual cost of delivery-prior to delivery of cargo.
- c. Obtain written confirmation from the receiver of his acceptance of the agreed contribution and written authorisation from G2O to proceed (copies of both to be kept on file).
- d. After authorisation has been received from G2O and, subject to normal procedures regarding the release of goods- arrange delivery of goods to the receiver's instructions against payment of their contribution.
- e. On completion of the distribution/equalisation for each voyage- provide a final invoice together with a detailed summary of the costs including equalisation contributions from the receivers to G2O.

1.1.2.6. One Hour Rule: the Supplier's representative ("agent") shall be aware that G2O practices a 'one-hour rule' across all G2O-operated vessels, and shall provide all necessary support to enable the master to comply with this rule; such rule enforces a one-hour allowance to the vessel, to complete all activities required to go from "All Fast" to "Ready for Cargo Operations", and from cargo operation completion to departure. The one-hour only constitutes a limit, however, the aim is to make it shorter, when terminal and vessel conditions allow, which, in many cases, is achievable, especially preparing for departure.

1.1.2.7. Cargo Handling Equipment: the Supplier shall be responsible for making sure actions regarding G2O's equipment checklist are carried out as per G2O's instruction.

- 1.1.2.8. Dunnage:** Loading port: Any wooden packing/dunnage used by shippers (attached to cargo) must be properly certified, fumigated and carry EPP markings. Please check if rules at destination port have such requirements. Discharging port: All wooden packing/dunnage (attached to the cargo) is to follow the cargo in discharge ports. therefore, please ensure dunnage is discharged with cargo accordingly.
- 1.1.2.9. Procurement:** the Supplier shall ensure arm's length between themselves, and any sub-suppliers appointed to support G2O. The supplier selection should be based on a competitive process with a minimum of 3 suppliers, and the main evaluation shall be shared with G2O upon request.
- 1.1.2.10. Correspondence and Deliveries:** the Supplier's physical location closest to the port shall be used to address G2O's and its owners' correspondence. Should the Supplier receive mail, stores or spares after the vessel has sailed, please contact Owners/Vessel immediately for further instructions, unless already known.

### **1.1.3. Attendance**

- 1.1.3.1.** The Supplier shall attend to the ships as required by G2O and masters/Owners of the vessels, to provide all customary and necessary services required for husbanding of the vessel and in accordance with local requirements and customs
- 1.1.3.2.** Unless otherwise instructed by the aforementioned parties, the Supplier shall attend the vessel once a day at a minimum (including weekdays, weekends and holidays) during the vessels' stay at the port. The daily visits shall be arranged to coincide with the on-board daily meetings (refer to clause 1.1.2.2 "Daily Meeting")
- 1.1.3.3.** Nonetheless the above statement, the Supplier shall always attend to the vessels' berthing and un-berthing regardless of the number of visits on the same day.

### **1.1.4. Documentation**

The Supplier is responsible for issuance, reporting and accuracy of all documentation needed prior to arrival, during the port call and following the sailing from the port, including but not limited to the documents listed herein.

All documents must comply with customs legislation, and local authorities, port and terminal policies, procedures, standards and rules.

All documentation must be provided by means described herein. Note: TMS is G2O's in-house SOF tool, made available to third parties, for recording of port activities, states of fact and port documents; the list of information attached and recorded in TMS, includes but is not limited to, vessel Arrival and Departure Times, Stevedore Work Logs, Notices of Readiness, Delays and corresponding delay details, Cargo Documentation, Tugs Usage, etc. and shall be signed off by the vessel's master and the agent.

Below is a general list of the minimum required documents that apply to most port calls; however, the Supplier shall be responsible for completeness of such documentation, and to be up to date on the required documents and forms particular to each call.

- 1.1.4.1. Inbound Clearance:** ahead of arrival, the vessel shall be cleared with the corresponding port authority for the port call by the Supplier.
- 1.1.4.2. ETAs:** ahead of arrival, provide all concerned parties the latest information on time of arrivals.
- 1.1.4.3. Notice of Readiness:** upon the vessel's arrival, the Supplier must ensure the vessel submits Notice of Readiness and thereafter immediately tender the Notice of Readiness to shippers

and/or receivers. Copies of these notices must be sent to G2O (in TMS) once the vessel has sailed. Any lateness consequence due to negligence by the Supplier shall be the responsibility and for the account of the Supplier.

**1.1.4.4. Safety:** On arrival, the Supplier shall deliver to the master a copy of the corresponding “Health and Safety Onboard Form” signed by supervisor/ foreman. Copies of this form have already been distributed to the Supplier but will also be made available on request by G2O. Note: the form shall be translated into the local port language by the Supplier.

**1.1.4.5. Arrival Notices:** Prior and upon vessel's arrival the Supplier must issue (in accordance with local requirements and G2O's instructions), distribute, and confirm receipt of arrival notices to all relevant port authorities, stevedores, all shippers and receivers relevant to each call.

**1.1.4.6. Bills of Lading /OBLs:** Bills of Lading shall be issued according to G2O's instructions and on G2O's forms only. The Supplier can only sign and release Bills of Lading on behalf of G2O or master based on their written/email authorization. Cargo shall only be released by means of producing an Original Bill of Lading in accordance with local statutes or regulations, and as per G2O's instructions. On release of cargo, Original Bill of Lading is to be endorsed: “Cargo released to: ..... on (date) .....” the Supplier shall never engage in backdating or postdating Bills of Lading. Copies to be sent to G2O once the vessel has sailed.

**1.1.4.7. Statements of Facts:** Daily, as well as just prior to vessel's departure, the Supplier shall present the Statements of Facts to the master, and have a copy, signed by the agent and the master, sent to G2O once the vessel has sailed. Log of Cargo, Vessel, warehouse, and other delays to be kept. Completed in TMS.

**1.1.4.8. Vessel Delay Statement:** the Delay Statement shall be completed on the G2O Special Report Form (available on board) and a signed by vessel master copy sent to G2O once the vessel has sailed. Uploaded in TMS.

**1.1.4.9. Cargo Outturn [OSD] Report:** For discharge operations, within 24 hours after completion, a Cargo Outturn Report shall be sent to G2O, including any “Over”, “Short”-landing or “Damage”. This shall be revised, as needed after receipt of the Detailed Outturn Report from stevedores. Cargo tracers must also be sent out to all other load/discharge port agents/stevedores on the vessel's current schedule whenever there is a “Short” or “Over” landing.

**1.1.4.10. Manifests:** Manifests shall be issued according to G2O's instructions, in the “OceanDocs” system [OD] -when required, and on G2O's forms only.

**1.1.4.11. Outbound Next-Port Vessel Clearance:** Upon completion of all cargo operations (loading and discharging), the vessel shall be cleared with the corresponding port authority for departure and for the next port by the Supplier and an ETA advice sent to the corresponding G2O agent at that port.

**1.1.4.12. Load Orders for liner calls** –If requested as per the agreed tariff. Load orders to be provided for the requested load ports. These to be sent to the respective trades

## **1.1.5. Communication**

**1.1.5.1. Master:** It is the Supplier's responsibility to establish efficient communication channels between the ship's command and all shore entities engaged in activities affecting the ship's stay and operations at the port.

**1.1.5.2. Emergency and Local Contacts:** the Supplier shall provide the master with the contact information below in writing:

- Emergency (if applicable), Fire Brigade, Hospital/Doctor, Police, Coast Guard, Customs, Port Authority, Port Control, Tugs, Pilots, Agents (Work and After-hours)

**1.1.5.3. Urgent Matters:** In the event an urgent matter arises, the Supplier must ensure immediate contact with G2O using following guidelines:

**1.1.5.3.1.** As a general rule, any accident, incident, or any other circumstance in port that will delay the scheduled arrival or departure -as previously discussed or described by the agent-, constitutes an Urgent Matter

**1.1.5.3.2.** The agent shall contact the corresponding port call Operator; if unable to reach the Operator, if in attendance, the port captain should be contacted, otherwise, the agent shall reach out to the operations contact.

**1.1.5.4. Operational Issues:** the Supplier shall immediately communicate to G2O's corresponding trades and master, all irregularities/problems of any sort and delays, as well as bunkers and bunker sample's activity

**1.1.5.5. Arrival, Departure, Vessel Movement:** the Supplier shall communicate to G2O's corresponding trades and master all issues related to vessel's movement, arrival, departure, change of schedule, arrival/departure delays or potential berth conflicts as soon as they arise.

**1.1.5.6. One-Hour Rule:** the Supplier shall immediately communicate to the corresponding Operator(s) and port captain on matters that may affect G2O fleet's "One Hour Rule" for Operations-Commencement and Departure-Readiness (from All-Fast and Ops-Completion accordingly).

**1.1.5.7. Productivity and Cost:** the Supplier shall immediately communicate to G2O's port captain (when applicable), corresponding trades and master and corresponding Operators on all matters that may affect cost or productivity efficiencies of the port call.

**1.1.5.8. Format:** all written communication between the Supplier and G2 shall be addressed to the corresponding distribution lists and in a format as delineated hereby:

**1.1.5.8.1.** All correspondence should be sent to the appropriate G2O trade mail distribution list.

**1.1.5.8.2.** The Message Subject must adhere to the following convention:

**"Trade Name" + "Vessel Name & Voyage Number Designation" + "Topic of the message"**

e.g., **"Subject: EU-ESA – Happy Star 201701 – Arrival Report Antwerp"**.

In addition, emails/documents concerning Bills of Lading, Cargo Claims, etc. should always be marked with:

**"Bill of Lading Reference Number" + "Load Port"**

e.g., **"M.V..... VOY..... B/L..... EX....."**

Note: G2O's corresponding operator will provide the needed vessel code if needed.

**1.1.5.8.3.** All attached documents must be included in TMS and comply with customs legislation, and local authorities, port and terminal policies, procedures, standards and rules.

**1.1.5.9. Agency direct contacts:** upon appointment acceptance, the Supplier shall provide, to the **Trade email address** listed on the appointment, full names, positions, direct phone

numbers and email addresses, for the current local agency representatives at the port of appointment; the contractor takes responsibility for keeping this directory current and comprehensive, and distributing its new version, upon any updates.

#### 1.1.6. Reporting

The Supplier shall be responsible for reporting on the below matters, producing the details with the specific frequency as listed herein. All reports must comply with the G2O communication guidelines set in clause 3.2.5.8.

**1.1.6.1. Ahead of Arrival –two weeks from ETA at least or when vessel ETA is received**, and -with daily updates- the Supplier must report to the corresponding G2O's trade desk, port captain and master the following:

- a. ETA
- b. Berth situation
- c. Draft situation
- d. Preferable arrival time at pilot station
- e. Estimated time in port
- f. Status of OBL -for discharge ("On-hand" or "Not On-hand" for presentation to the vessel)

**1.1.6.2. Ahead of Arrival –48 hours**, the Supplier must report to the corresponding G2O's Trade Desk, port captain and master the following:

- a. All paperwork for clearing vessel inwards (i.e. crew lists, stores lists etc.)
- b. Any radio pratique requirements and details of when/how to register time of arrival
- c. Time expected to receive pilot
- d. Time expected to berth
- e. Which side alongside
- f. Minimum depth of water on berth at MLW
- g. Vessel's gangway or shore gangway
- h. Local requirements with regard to ISPS & the gangway watch
- i. Vessel's cranes or shore cranes, rigging of vessel's grab or turntable or rotators
- j. Time of commencement of load/discharge
- k. Number of gangs, and in which holds
- l. Anticipated productivity
- m. Estimated departure time
- n. If bunkering, time for bunkers to arrive.
- o. Status of requested services for the port call including spares, stores and crew change.
- p. Pilot boarding time/tugs to be used along with any tug regulations or mandated requirements of tugs from the port and/or pilots
- q. All consequential delays must be listed, (giving reasons for delays, like breakdown cranes auxiliaries, late arrival, labour, etc.) including but not limited to the below:
  - ✓ The consequences of the vessel having been delayed in previous ports.
  - ✓ The consequences of delays having taken place in the current port.
  - ✓ Actual delays.

**1.1.6.3. On arrival**, immediately after the vessel is at anchorage or alongside, the Supplier must report to the corresponding G2O's trade desk, port captain and master the following:

- a. Time of arrival at pilot station
- b. Time berthed/anchored
- c. Time commenced loading/discharging, in which holds, and how many gangs.
- d. Draft on arrival
- e. Bunkers on arrival



- f. Tendering of Notice Of Readiness [NOR]
- g. Time granted free pratique
- h. Time vessel cleared inwards
- i. Advise the following port's G2O's agent of the likely ETD
- j. Estimated departure time
- k. All consequential delays must be listed, (giving reasons for delays, like breakdown cranes auxiliaries, late arrival, labour, etc.) including but not limited to the below:
  - ✓ The consequences of the vessel having been delayed in previous ports.
  - ✓ The consequences of delays having taken place in the current port.
  - ✓ Actual delays.

**1.1.6.4. During the vessel's stay in port and on a Daily Basis**, the Supplier must report to the corresponding G2O's Trade Desk, port captain and master the following:

- a. Quantity loaded/discharged hold by hold
- b. Hours worked
- c. Production per crane hour, based on official working hours, minus official meal hours
- d. Quantity remaining onboard/to be loaded hold by hold
- e. Estimated time of completion of loading/discharging
- f. Estimated time of departure
- g. Delays and reasons for delays
- h. Vessel delays and offhire
- i. Stevedore damages
- j. If bunkers taken, details to be reported. Such details must include date/time bunker samples received from vessel and date/time same samples dispatched to testing institution.
- k. Advise the following port's G2O agent of the likely ETD
- l. Daily meeting report listing attendance (name, position and company), including circulated notes to the attending parties, agreed actions and up to date TMS/ Schedule of Facts
- m. All consequential delays must be listed in SOF/TMS (giving reasons for delays, like breakdown cranes auxiliaries, late arrival, labour, etc.) including but not limited to the below:
  - ✓ The consequences of the vessel having been delayed in previous ports.
  - ✓ The consequences of delays having taken place in the current port.
  - ✓ Actual delays.

**1.1.6.5. After Departure**, the Supplier must report to the corresponding G2O's trade desk, port captain and master the following

- a. Time completed loading/discharging
- b. Time pilot/tugs used
- c. Time clearance granted
- d. Cargo distribution hold by hold
- e. Draft on departure
- f. Bunkers on departure
- g. ETA next port
- h. Advise the following port's G2O agent of the likely ETD
- i. Time left berth
- j. Time pilot disembarked
- k. Production during whole of discharge/loading based on official working hours, minus official meal hours
- l. Total Vessel Delay Statement

- m. Survey Report
- n. SOF Completion in TMS (including NORs and cargo docs)
- o. Statement of Facts complete and signed by the agent and master
- p. For discharge operations, within 24 hours after completion: Outturn Report including any "Over" or "Short" -landing. This shall be revised, if needed after receipt of the Detailed Outturn Report from stevedores
- q. Cargo tracers must also be sent out to all other load/discharge or load port agents on the vessels current schedule whenever there is a short landing and similar advice sent when there is overlanded cargo.

**1.1.6.6. Claims and Incidents:** All occurrences involving vessel, cargo, personnel, including any third-party claims and incidents, must be immediately reported to G2O's trade desk, port captain, master without delay.

**1.1.6.6.1.** All incidents must be supported summarised by a comprehensive written report and be sent to G2O's trade desk, port captain and master to G2O as soon after the vessel has sailed from the port.

**1.1.6.6.2.** Further steps, such as but not limited to appointing surveyor, will be advised by G2O, however, in all situations, the Supplier is to render full assistance to the master, including contacting the appropriate P&I insurance representatives should any loss and/or damage occur for which G2O and/or its Owners may become responsible.

**1.1.6.6.3.** If requested. cargo condition reports must be forwarded after the vessel's departure, two (2) days maximum.

**1.1.6.7. Spend Reporting:** Full Spend Periodic Standardized Reports across all ports included in this agreement as per G2O's instructions that include 3rd. party ID.

#### **1.1.7. Safety**

**1.1.7.1. General:** G2O strictly operates under a safety policy that applies to all G2O-operated vessels and operation sites; this policy, referred to as "G2 Life-Saving Rules", is available online through its website [www.G2Ocean.com](http://www.G2Ocean.com). G2 Life-Saving Rules include safety topics like, but not limited to: personal protective equipment (PPE) and clothing, general working practices and awareness. The Supplier shall follow and enforce the same policy, as well as any/all local legislation. The Supplier shall ensure that their own staff and any other personnel they become in contact with, whether working on-board the vessels or on the quayside, adopts and adheres to G2O's Safe Working Practices and Procedures.

**1.1.7.2. Ahead of Operations Commencement:** the Supplier shall approach the stevedore supervisor/foreman prior to commencement of operations, and address the safety & health aspects of working on board, along with the *health and Safety Onboard Form*. Following this discussion, the *Health and Safety Onboard Form* must be signed by the supervisor or foreman and the signed copy passed to the master *on arrival*. -Copies of this form have already been distributed to the Supplier but will also be made available on request by G2O. The form shall be translated into the local language.

**1.1.7.3. During Attendance:** the Supplier shall provide all required Personal Protective Equipment (PPE) to its representatives while ensuring its usage as applicable. PPE includes but is not limited to high visibility clothing, helmets, safety footwear, gloves and goggles.

**1.1.7.4. Training:** Supplier shall enforce relevant training on Safety Awareness and G2 Life-Saving Rules to all staff who will be performing duties on board and/or quayside.



- 1.1.7.5. Commitment to Ongoing Improvement:** the Supplier commits to remain engaged and collaborate with G2O to collectively grow and improve in all safety aspects of the cargo handling activities.

#### **1.1.8. Accounting**

- 1.1.8.1. Bank Account:** At G2O request, the Supplier set up a bank account (or sub account) exclusively dedicated for all funds handled for G2O disbursements. This account shall be referred to as the “G2 Ocean Client Account”. Furthermore, the Supplier shall be prepared to provide G2O with Annual audited Financial Statements reviewed by an independent auditing company within six (6) months of the Suppliers financial year end.

- 1.1.8.2. Estimated Disbursements (prior to arrival):** prior to vessel's arrival -10 days at the latest, the Supplier shall provide G2O and Owners with a full breakdown of the estimated port disbursements, including a USD equivalent and current exchange rate.

**1.1.8.2.1.** Note: it must be stated by the Supplier when a port service is *compulsory/mandatory*.

**1.1.8.2.2.** Owners’ disbursements must be approved prior to incurring or confirming such expenses with the corresponding service provider.

- 1.1.8.3. Estimated Disbursements (After Departure):** after vessel's departure -10 days at the latest, the Supplier shall provide G2O the updated estimated disbursements, with figures as close to actual costs as possible.

#### **1.1.8.4. Final Disbursements:**

**1.1.8.4.1.** After vessel's departure -45 days at the latest, the Supplier shall complete and forward the original report of disbursements to G2O. Any vouchers missing or vouchers still outstanding must be clearly stated in this report.

**1.1.8.4.2.** Delivery vouchers shall be submitted with their corresponding master’s stamp, reflecting whether they belong to owners or charterers.

**1.1.8.4.3.** Missing vouchers in the final disbursements are to be sent at the latest 90 days after the vessel's departure. No disbursements older than 3 months (90 days) will be accepted.

**1.1.8.4.4.** Disbursements are to be split according to G2O's disbursement form as follows:

**1.1.8.4.4.1.** Port expenses: pilots, tugs, bunkers, customs duties, quay dues, wharfage, agency fee, etc.

**1.1.8.4.4.2.** Cargo expenses: Stevedoring, terminal, tallying, lashing and securing, dunnage, etc.

**1.1.8.4.4.3.** Equipment: Purchases of equipment, spares, supplies and consumables are subject to G2O's / owners’ prior approval.

**1.1.8.4.4.4.** Owner's matters: Fresh water, provisions, spare parts, lubricating oil, crew related expenses, cash to master, and any other expenses related to the crew and maintenance of the vessel

**1.1.8.4.5.** All costs incurred must be supported by original vouchers duly numbered and in English

**1.1.8.4.6.** A monthly statement of G2O’s account to be sent to G2O, including name of sub-suppliers.

**1.1.8.4.7.** Any currency due from G2O to the Supplier or from the Supplier to G2O shall be freely convertible to U.S. Dollars.

**1.1.8.4.8.** Supplier shall assume financial responsibility for inaccuracies on PDAs calculated by the difference between the PDA total and the accurate amount.

**1.1.8.5. DA-Desk:**

**1.1.8.5.1.** DA-Desk is our “Disbursement Account’s Administration and Processing Department, and the Supplier shall follow DA-Desk’s agent’s instructions for all matters pertaining proforma and disbursement account activities, as well as statutory reporting and local guidelines for quickest turnaround times.

**1.1.8.5.2.** Any charges submitted under the agency’s name or using the Agency’s letterhead must be previously agreed to by G2O

**1.1.8.5.3.** DA-Desk standardized classification of disbursements follows G2’s instructions and G2O reserves the right to update it at any time. The Supplier shall follow all G2O’s instructions for disbursements classification and supporting documenting, that will help the analysis and transparency for these activities.

**1.1.9. Audits:**

**1.1.9.1.** The Supplier shall authorize G2O’s representatives to audit the systems and records of the Supplier for verification of compliance with the provisions of this Agreement.

**1.1.9.2.** The Supplier shall cooperate with G2O in carrying audits and shall provide G2O with access to all Supplier personnel responsible for the performance of this Agreement and to all materials, books, records, correspondence, instructions, plans, drawings, receipt and vouchers which are related to engagements between both parties.

**1.1.9.3.** The Supplier shall maintain all material related to their engagements with G2O for a minimum of 3 years, or as required by the prevailing law of the corresponding country, from the termination of this Agreement while enabling G2O to carry out audits during same period.