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</tbody>
</table>
1. Customer Service Contacts

The table below lists all the customer service contact details for each Seaspan Ferries terminal:

<table>
<thead>
<tr>
<th>TERMINAL</th>
<th>ADDRESS</th>
<th>PHONE</th>
<th>FAX</th>
<th>HOURS</th>
<th>EMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delta (Tilbury)</td>
<td>7700 Hopcott Road Delta, BC V4G 1B6</td>
<td>604-940-7245</td>
<td>604-940-7242</td>
<td>24/7</td>
<td><a href="mailto:SeaspanTilbury@seaspan.com">SeaspanTilbury@seaspan.com</a></td>
</tr>
<tr>
<td>Duke Point</td>
<td>Site 2 - 8500 Jackson Rd Nanaimo, BC V9X 1J2</td>
<td>250-722-3070</td>
<td>250-722-3074</td>
<td>24/7</td>
<td><a href="mailto:SFCDukePoint@seaspan.com">SFCDukePoint@seaspan.com</a></td>
</tr>
<tr>
<td>Nanaimo</td>
<td>180 Front Street Nanaimo, BC V9R 5L5</td>
<td>250-754-5152</td>
<td>250-754-5120</td>
<td>M-F: 24</td>
<td><a href="mailto:SeaspanNanaimo@telus.net">SeaspanNanaimo@telus.net</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Sat: 00:00-15:00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Sun: 23:00-07:00</td>
<td></td>
</tr>
<tr>
<td>Surrey</td>
<td>10601 Timberland Road Surrey, BC V3V 3T3</td>
<td>604-583-8338</td>
<td>604-583-8098</td>
<td>M-F: 06:00-21:30</td>
<td><a href="mailto:SFCSurrey@seaspan.com">SFCSurrey@seaspan.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>press #5</td>
<td></td>
<td>Sat: 06:00-18:30</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Sun: noon-18:30</td>
<td></td>
</tr>
<tr>
<td>Swartz Bay</td>
<td>2208 Dolphin Road North Saanich, BC V8L 3X9</td>
<td>250-656-3122</td>
<td>250-656-1833</td>
<td>M-F: 24</td>
<td><a href="mailto:SeaspanSwartzBay@shaw.ca">SeaspanSwartzBay@shaw.ca</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Sat: 00:00-Noon</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>17:00-05:30</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Sun: 20:00-Monday</td>
<td></td>
</tr>
</tbody>
</table>

If you wish to provide any feedback about our marine drop-trailer services, vessel schedules and or have a service matter inquiry, please contact one of our Customer Service representatives from Monday to Friday:

- **Mid-Island lanes (Duke Point or Nanaimo)**-westbound services to the Island 604-940-7229 and/or eastbound to the mainland 250-754-5152
- **South-Island lanes (Swartz Bay)**-westbound to the Island 604-940-7229 and/or eastbound to the mainland 250-656-3122

For inquiries regarding your account, aging reports, and other billing matters, please contact the **Customer Account Coordinator** at 604-940-7238

For any other matters regarding your account and pricing information call the **Commercial Manager(s)** at either 604-940-7232 or 250-722-3070
2. **Emergency and After Hour Contacts**

   For customers attempting to reach Seaspan Ferries in case of an emergency please call the appropriate terminal’s main number. If your inquiry is regarding a matter that does not involve the terminal(s) please call our 24/7 manned contact toll free number at **1-800-341-7245** (Tilbury Traffic Office)

3. **Directions-Head Office and Terminals**

   **Seaspan Ferries Head Office** is located on the second floor at 7700 Hopcott Road, Delta BC V4G 1B6. The main switch board phone number is 604-940-7228 and facsimile is 604-940-7236. Parking is available. To get to this location see Tilbury Terminal below.

   The Head Office **regular hours of service** are Monday to Friday, 07:00 to 16:00. If you have an appointment after these hours, please check-in downstairs at Tilbury’s traffic office.
For directions to one of our 5 terminals you can either go to our website at [www.seaspan.com/seaspanferries/index.php](http://www.seaspan.com/seaspanferries/index.php) and use interactive mapping software referencing your own location or refer to the **basic directions** as follows:

<table>
<thead>
<tr>
<th>Terminal</th>
<th>Proximity to Highway(s)</th>
<th>Directions to gate</th>
</tr>
</thead>
</table>
| Tilbury  | Exit River Road in Delta (9km from Hwy 91 & 5 km from Hwy 99/17A junction) and head north on Hopcott Road | • Drive 100 meters past the rail crossing  
• Looking for signage turn right onto Tilbury Terminal drive  
• staying right hand lane turn left into the gate at unit#7700                                                                                                                                                                                                                                                                 |
| Surrey   | Exit Scott Road in Surrey and head northwest on Old Yale Road, passing under the Rail bridge | • Turn left onto Timberland Road and head west about 1.5 km  
• Crossing Tannery Road, stop about 200 meters after the rail crossing, just before Catalyst at unit#10555  
• Looking for signage turn right onto Port Road and drive 150 meters to the Surrey Terminal. **Caution the corner entrance at the terminal is blind to on-coming traffic!**                                                                                                                                 |
| Swartz Bay | On Patricia Bay Hwy heading to Swartz Bay on right take exit#33 for Lands End Road. | • After the traffic lights merge onto Dolphin Road  
• Navigate a tight right bend in the road. **Caution this corner is blind to on-coming traffic!**  
• Looking for signs turn left into the terminal at unit#2208.                                                                                                                                                                                                                              |
| Nanaimo  | Exit Hwy#1 onto Esplanade Street, drive 100 meters and street is now called Front Street | • On Front Street drive by Thrifty’s Foods store on the left hand side  
• Looking for signage turn right into the terminal at unit#180 across from Thrifty Foods                                                                                                                                                                                                 |
| Duke Point | Exit Hwy 19 ( 4km from Island Hwy#1)exit toward Cedar/Duke Pt. Industrial Park, merge onto Maughan Road and drive 2km | • Turn right onto Jackson Road  
• Drive down the hill about 500 meters  
• Looking for signage turn right into the terminal at unit#850. Entrance is about 100 metres down street on left side                                                                                                                                                                                                 |
4. **Seaspan Bill of Lading and Insurance**

**Seaspan Bill of Lading:**

Prior to any party dropping off a unit at one of Seaspan Ferries terminals, that party is required to read a copy of our Bill of Lading and to accept the terms and procedures as outlined in these documents. Should there be any questions or concerns regarding the terms of carriage please contact the Commercial Manager.

These documents can be accessed in two ways:

- Request a copy sent by either email or by regular mail. To arrange this option please contact the Customer Account Coordinator at 604-940-7238

**Insurance Inquiries:**

In cases where your insurance provider(s) or risk manager requires a copy of our blanket general liability coverage, please request a copy by contacting the Commercial Manager(s) at 604-940-7232 or 250-722-3070.

5. **Tariff #39 and Tier Pricing**

Prior to any party dropping off a unit at one of Seaspan Ferries Terminals, that party is asked to read a copy of our Tariff #39 (effective from April 1st, 2013 to March 31st, 2014) and the current Tier pricing letter, dated February 1st, 2013. The party must accept the terms as outlined in these documents.

Please note that Tariff #40 will be released to customers by December 31st, 2013. It will be effective from April 1st, 2014 to December 31st, 2014.

To access a copy of our Tariff#39 or Tier Pricing sheet, please visit our website at [www.seaspan.com/seaspanferries/index.php](http://www.seaspan.com/seaspanferries/index.php). (Customer tools>>Rates)
Should there be any questions or concerns regarding the terms of carriage please contact the Commercial Manager.

6. **Fuel Surcharge Information**

All base marine rates for units shipped on Seaspan Ferries are subject to the application of a fuel surcharge. Fuel surcharge will be assessed to reflect the fluctuation (increase or decrease) in marine fuel prices. The fuel surcharge is determined during the last week of each current operating month and published on the last Friday of each calendar month to be effective for any shipments on the first day onwards.

The Fuel Surcharge shall be computed in accordance with the change in the average purchase cost of diesel in previous month. The new fuel surcharge rates are both published on our website (Customer Tools>>Rates) and or emailed to our customer base accordingly. Should you require to be added or taken off the “fuel surcharge notice” email distribution please contact the Commercial Manager.

7. **Managing Your Account**

**Opening a new account:**

We reserve the option to open a new account for Tier 2 or higher customers. Exceptions will be considered on a case by case basis.

The first step is to contact the Commercial Manager to determine the tier level to be quoted (tariff in the case of equipment) as well as consider the service mix by lanes and the type of traffic involved, including dangerous goods movements.
Next, a credit application form is to be completed by the new customer and emailed/faxed back to the Commercial Manager. The Customer Account Coordinator will then forward a copy of the application to the Finance Department. Note, if you are inquiring about the status of a new application please call the Customer Account Coordinator at 604-940-7238.

Once the account is approved and terms established, the Commercial Manager(s) will expedite the transaction including arranging terminal tours or meetings and setting up a Frequent-Shipper-Program.

**SFC Electronic Bill of Lading System (EBOL):**

For tier 2 or higher accounts SFC offers an online EBOL service, which is also referred to as SFC’s Frequent-Shipper-Program. A qualified customer can request to be set up for a secure EBOL access (log in ID and password) via our web site portal by contacting the Commercial Manager(s). Once the account is established the required training will be provided accordingly.

The main features of the EBOL web access (24/7) includes:

- **Dispatch**-add new and manage existing bookings, communicate shipping instructions, track shipments and set up “sailed unit” advisories
- **Billing**-review invoices and bill of ladings
- **Notifications**-manage email distribution profiles for traffic notifications.

**Tier Volume Calculation and Other Reports:**

The first *quarterly calculation of tier volumes* is scheduled before October 15th, 2013. The calculation will tally the footage for all trips shipped from October 1st 2012 to September 30th, 2013 inclusive. The next tier volume check will be done mid January 2014, covering shipment volume from January 1st 2013 to December 31st, 2013.
Before October 15th, 2013 the Commercial Manager(s) will email the appropriate customer representative and advise them of their Tier Volume and the Tier level applicable for shipments after October 1st, 2013.

Other reports can be offered by the Commercial Manager(s) including units shipped by a specific lane and or run custom cut off dates for volumes shipped.

**Billing Inquiries:**

For inquiries regarding your account, aging reports, and other billing matters, please contact the [Customer Account Coordinator](#) at 604-940-7238.

### 8. Sale Transactions

Prior to Seaspan Ferries shipping a “cash sale” (credit card) transaction, there are two methods that are offered, including:

#### a. Window sale transaction

The driver checks in and signs the Bill of Lading. The driver then presents a credit card and our Customer Service Representative at the Traffic Office processes the credit card. A copy of the credit card transmission receipt and an invoice is then presented to the driver. Please review our booking procedures in item #9 below before departing for a Seaspan terminal.

#### b. Phone-in orders and processing

After receiving a quote from Seaspan Ferries the customer can complete a credit card application for the trip in question only. A copy of the credit card application is sent to the terminal of departure, at least one hour prior to the scheduled departure. Please review our booking procedures in item #9 below before your driver departs for a Seaspan terminal. Our Customer Service Representative at the Traffic Office then processes the credit card. The driver drops off the trailer (unit) and signs the Bill of Lading.
A copy of the credit card transmission receipt and an invoice is emailed or faxed back to the customer within the same business day of the vessel’s actual time of departure.

Should there be an issue related to a cash sale transaction please contact the Customer Account Coordinator at 604-940-7238.

Note, no currency is to be handled at any Seaspan terminal after July 1st, 2013.

9. Ferry Schedule, Booking and/or Cancelling a Unit

Ferry Schedule

Seaspan Ferries sailing schedule is subject to change without prior notice. When there is notice of change in the ferry schedule you will receive the updated sailing schedule in two ways, including:

- By email from the Commercial Manager
- Or, visit our web site at www.seaspan.com/seaspanferries/index.php. (Customer tools>Ferry Schedules)

Booking a unit

Step 1: Send SFC the Booking Request

- Booking requests for trailers can be made up to 1 hour prior to departure. For tow-on and tow-off trips we require a minimum of 24 hours notice.
- Customers have the option to book by SFC’s EBOL, email, phone call or simply by walking in; however, we strongly recommend using the EBOL system.
- Email and/or phone communications should be directed to Customer Service at the terminal of departure.
- In order to accept a Dangerous Goods (DG) booking, the details of the DG cargo must be included in the booking request. For class 1 (Explosives) shipment of net 25 kg Seaspan Ferries must notify Transport Canada 24 hours prior to marine shipment. Please call the terminal of departure to set up a specific trip plan for these exceptional shipments.
According to the Terms of Carriage and to enable SFC to invoice customers for third party carriers, customers are required to provide the PO number to be included on the Bill of Lading.

Step 2: Complete the Paper Work and Sail

- SFC operates in accordance with Transport Canada Regulations and the terms as outlined by SFC’s Bill Of Lading and the Customer Handbook. In order to meet these requirements and allow us to sail on-time we request that:
  - Bills of Lading for regular traffic must be finalized by drivers at the departure terminal 15 minutes prior to departure.
  - Placard units with DG’s, the unit and DG documentation must be received 30 minutes before the sailing. For the documentation, SFC will accept a copy of the DG paperwork sent to the SFC departure terminal via either facsimile or email.

Cancelling a Confirmed Booking

- Bookings must be cancelled up to 1 hour prior to departure.
- Booking cancellations are to be received by email only.
- Starting September 1, 2013, no-show units with confirmed bookings will be subject to an administration fee (refer to the current tariff)

10. Safety Notice for Drivers at Terminals

- Safety vests and steel toed boots/shoes must be worn in the terminal at all times - no exceptions

- Speed limit on the terminal is 10km and must be observed at all times

- Hostlers have the right of way at all times

- No cell phone use whilst the tractor (vehicle) is being operated

- Headlights must be off as soon as you enter the terminals
• During barge operations do not approach hostlers with inquiries. All inquiries should be directed to the terminal staff.

• Smoking is permitted only in the designated areas.

• DG documentation required for all Dangerous Goods Placarded trailers. For class 1, prior to parking the trailer (unit) the driver must check into the terminal customer service desk.

• Seaspan Ferries will not compromise the health and safety of its employees, customers, or vendors for any reason. Please report any unsafe acts immediately.

• Seaspan Ferries will not compromise its commitment to its environmental stewardship for any reason. Please report any quantity of spill(s) (including tractor fuel and coolant) seen on our properties.

• No vehicle will be shipped unless it is road worthy or in a state of its normal operation.

• You must call your local traffic office to make special arrangements for tow on/tow off arrangements.

• Seaspan Ferries has a **zero tolerance** policy on:
  a. Racism
  b. Sexual Harassment
  c. Verbal Abuse
  d. Violence

Please report any instances of the above immediately to the Traffic Office.

11. **Arriving and Check-In at the Terminals**

There are both the above SAFETY NOTICES (item10) and other standard operating guidelines common to all Seaspan terminals, including:

• Drivers must stop at the stop sign when entering the terminal...
• Proceed only when safe to do so. PLEASE DO NOT BLOCK THE ENTRANCE

• Drivers must put on a SAFETY VEST prior to exiting their cabs. No exceptions.

• After parking the unit in the stall, drivers must post trip the trailer (unit) and lower landing legs the entire way to assure our hostling tractors can set under the pin.

• Once unhooked, drivers should proceed safely following signage unique to each terminal and access the traffic office

• Enter the traffic office and check in trailer at the customer service desk by providing the trailer number, length of trailer, shipment’s destination with the approximate pick-up time on the other side of the Strait. Report any exceptions noted on the post-trip inspection including any fresh damage or if applicable any spill(s). Any suspected damage to a unit must be reported to the Seaspan Ferries Terminal Supervisor before the unit is removed from the Seaspan Ferries terminal. The Terminal Supervisor will arrange for the completion of an “Inspection Report” on request.

• Once the BOL has been completed with the Customer Service Representative, drivers can return to their tractors and either pick up an inbound trailer or exit the terminal. A copy of the signed Bill of Lading is available to any driver upon request.

Each terminal has its own unique layout. Please refer to the website (About Us>>Terminals) that illustrates the gate relative to parking areas. The table below also highlights some of the operating procedures unique to each terminal:

<table>
<thead>
<tr>
<th>Terminal</th>
<th>ARRIVING</th>
<th>CHECK-IN PROCEDURES</th>
</tr>
</thead>
</table>
| Tilbury  | • Stop at stop sign and proceed when it is safe to do so  
 |          | • If your trailer is destined for NANAIMO drivers proceed to the left  
 |          | & for VICTORIA (Swartz Bay) continue straight ahead  
 |          | • Equipment and Auto drop-offs please check in at the office before parking the unit in a departure stall  | • Drop-off the trailer (unit) with nose of it pointing towards the river (north)  
 |          |          | • Once unhooked, drivers should proceed around the departure lanes and park the tractor facing the terminal building behind the solid white line  
<p>|          |          | • Enter the traffic office. |</p>
<table>
<thead>
<tr>
<th>Location</th>
<th>Instructions</th>
</tr>
</thead>
</table>
| Surrey   | - Stop at A-yard entrance and proceed when safe to do so.  
       | - Park & drop unit in designated stall.  
       | - Equipment & drivable autos must be taken to the car lot next to A-yard.  
       | - Tow on vehicles must check in at the ramp office.  
|          | - Drop trailer in the stall and park your tractor by the exit then proceed to ramp office.  
       | - Take any information with you to the barge office and provide it to the Customer Service Representative and sign in.  
       | - Request copy of B.O.L. if needed. |
| Swartz Bay | - All traffic uses the left lane. Drive slowly through the yard to turn around and then proceed to your trailer to hook up.  
       | - For more detailed instructions please ask the office for our direction maps and procedures document.  
|          | - All traffic uses the left lane. Line up single file at entrance. DO NOT PASS OTHER TRACTOR TRAILERS.  
       | - If there is a barge being offloaded, drop your trailer at the entrance and the hostlers will pick it up and park it for you.  
       | - If you are parking a trailer we request you “double up” (one in front of each other) to maximize parking capacity.  
       | - For more detailed instructions including handling automobiles and equipment please ask the office for our direction maps and procedures document. |
| Nanaimo  | - Follow the traffic lines and arrows. Traffic in the yard is using the left lane (as if you were driving in Europe).  
       | - Proceed to inbound yard next to Gabriola ferry terminal. Proceed to park in front of traffic office to sign out your trailer. Watch for hostlers as they have the right of way.  
|          | - All drivers must stop at all stop lines and when stopped at the rail crossing look for traffic both ways before proceeding.  
<pre><code>   | - For more detailed instructions please ask the office for our direction maps and procedures document. |
</code></pre>
<table>
<thead>
<tr>
<th>Duke Point</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Drive to the entrance and stop and either proceed through to find your trailer or go to the office to get information about where your trailer is parked.</td>
</tr>
<tr>
<td>• After hooking up, proceed along the road and park in front of the office and then proceed to the office to sign out your trailer.</td>
</tr>
<tr>
<td>• During evening operations please be aware of hostlers who always have the right of way.</td>
</tr>
<tr>
<td>• Come to a stop in front of the office. Go to office to check in your trailer and instructions where to park it. Please depart the yard by the main road. Do not drive back through the entrance.</td>
</tr>
<tr>
<td>• During evening operations please be aware of hostlers who always have the right of way.</td>
</tr>
<tr>
<td>• For more detailed instructions and on handling automobiles or industrial equipment please ask the office for our direction maps and procedures document.</td>
</tr>
</tbody>
</table>

12. **Departing and Check-Out at the Terminals**

If drivers are picking up an inbound trailer they must access the traffic office and check the daily inbound sheet on the bulletin board posted in Terminal office. Once the trailer is indentified and they are authorized to pick it up, the driver is to cross off the trailer, record the release date and time and finally initial the transaction.

Drivers can return to their tractor and locate the inbound trailer in the in-bound yard. After a pre-trip is completed and the landing gear is cranked to correct position for the highway tractor cautiously pull the unit ahead to clear the trailer (unit) in the next door stall. Finally, exit the yard following the signage provided.
IMPORTANT NOTICE: On inspecting the trailer if the driver noted there is either new damage, a seal breach or a spill by the unit we ask that:

- The trailer (unit) remains in the stall as-is
- The traffic office is notified immediately and a Seaspan Representative is dispatched to inspect the unit parked in the stall
- The driver must sign off on the “incident inspection form” and retrieves a copy for the Customer(s) Operations Manager

If you are picking up a trailer on a vessel scheduled arrival time, please allow an additional 45 minutes to 1 hour after docking for the boat to finish off loading its trailers.

13. **Sailing and Terminal Advisories**

Vancouver Island is separated from Delta in the Lower Mainland by an average of 50 km of deep open water. In addition there is approximately 15 km of the Fraser River to navigate to get to and from our Main Terminal at Tilbury. We operate three ferries and four tug and barges. Majority of the time our operating schedule is adhered to +/- 5 minutes; however heavy weather, tides, river flow, and congestion can affect our schedule to a large degree. Mechanical issues with our ramps and vessels can also have a profound impact on our schedule from time to time.

Although most delays are beyond our control, Seaspan Ferries is committed to effective communication to warn of potential delays. We have a several communication systems that we invite all our customers to participate in. You can choose as many or as few of these systems that you would like.

**UNIT EMAIL ADVISORY**

Sends notice up to 4 email address at your company, a list of all your specific units that have been loaded, which terminal they have been routed to and an ETA at the destination in a 24 hour period. You can select the time you would like to receive this email. In the case our customer(s) is subscribed to EBOL this contact email list can be updated accordingly.
CUSTOMER ADVISORY
Sends information and updates on operational issues at Seaspan Ferries and weather or tidal information that may affect our schedule. We use this Advisory to update our schedule and Tariff as well as any other information that affects your business to Vancouver Island. There is no limit to the number of addresses that each customer can have on this list.

EMERGENCY & AFTER-HOURS CONTACT LIST
We use this list mainly to contact specific customers due to an emergency, problems with their equipment or when issues may arise while your trailer is at sea. As we are a 24/7 operation, we will attempt to contact the names and numbers you provide around the clock. You can set your limits on when you get called.

Please take the time to complete the attached form and fax back to your respective terminal.

14. **Trailer (Unit) Storage**

Trailers transported in Seaspan Ferries marine drop-trailer operations for regular customers will be granted free parking and/or storage for a maximum of 48 hours except for Swartz Bay. The Swartz Bay Terminal is a flow through Terminal. Trailers left on the Swartz Bay terminal beyond 18 hours will be subject to a penalty of $100 per 24 hours or portion thereof and may be removed at the customer’s expense.

**WARNING:** Our terminal yards are subject to a high turnover and to assist us in protecting your trailer (unit) we ask if your operations can manage the pick up at your earliest convenience. To assist your operations each terminal can offer a report listing all the trailers (units) that have a dwell time in the yard(s) over the free time offered.

If a trailer (unit) is stored longer than the free period, Seaspan Ferries reserves the right to charge storage fees. Please refer to the Tariff and the relevant storage charge rates posted for each terminal.
15. **Damage and Claims Procedures**

Notice of any claim against SFC (as defined in the current Tariff of Seaspan Ferries Corporation) and the particulars of such loss or damage must be made in writing to SFC before or at the time of the removal of the goods into the custody of the person entitled to delivery thereof.

If the alleged loss or damage is not apparent such notice must be given within three (3) days of delivery. Removal of the Cargo after delivery is prima facie evidence of the delivery by SFC of the goods as described in the bill of lading. If the goods do not arrive, such notice must be given within three (3) days of the date on which the goods would have arrived in the ordinary course. SFC shall in any event be discharged from all liability whatsoever in respect of all Cargo unless suit is brought within one year of their delivery or within one year of the date the Cargo should have been delivered.

Such notice may be provided to the Seaspan Ferries Terminal Supervisor. Inspection Report forms is available upon request. If the terminal office is closed at the time of delivery, written notice of such a claim including the details of the loss or damage claimed may be left in the outdoor bill of lading box of the terminal’s office. If proper notice has been given in accordance with the above, claims may be forwarded to SFC via fax to (604) 940-7242 or call 604-940-7229 to obtain an email address. Such claims shall include:

a. Date and approximate time of delivery of the unit to the specified Seaspan Ferries terminal.
b. Sailing (if known) that the unit was shipped on.
c. Date and approximate time of pickup of the unit from the specified Seaspan Ferries terminal.
d. Estimated cost of the repairs to the unit.

It is your responsibility to prove your claim, including the reasonable cost of repairs. Seaspan reserves the right to decline any claim for any reason at any time.
All Damage claims are handled by the Supervisor, Customer Service Mainland on behalf of the Commercial Manager(s). Should you have any inquiries or require assistance on a new or existing claim please call the Supervisor at 604-940-7229.

16. **Spill Reporting and Investigation**

Seaspan Ferries maintains a high level of Environmental Stewardship throughout all five terminals and seven vessels. The SFC staff work diligently to ensure our equipment is functioning both efficiently and environmentally safe. Seaspan ULC (corporate entity of SFC) is certified to ISO 14001:2004 and is a member of the Green Marine Environmental Program.

At SFC we focus on the higher risk movements by inspecting the unit dropped off and completing a pre-trip to the trailer (unit) prior to loading it on the vessel. The trailers (units) that offer all concerned both a liquid or solid spill risk include:

- Tow-on & tow-off vehicles
- Industrial equipment
- Service vehicles
- Tankers
- Refrigerated trailer’s fuel tank

In the case a tractor (vehicle) requires lubricant, fuel or any other potential contaminants to the environment, before performing the emergency service please contact the Traffic office.

While our efforts to protect the environment are rigorous, we are also focused on reducing the number of spills to the environment at SFC terminals caused by third parties, including customers’ equipment. By involving customers’ and their contractors in our investigation and in some cases engaging them in our Corrective Action Processes, we aim to work together to minimize future spills.
Within 48 hours of a spill being reported involving one of our customer(s) trailer, tractor and or freight itself, Customer Service will email the Customer(s) fleet manager or general manager a “spill notice” letter. The letter will outline the investigation and identify root cause of the spill and any applicable costs to the customer related to the cleanup activities. If a customer experiences a 3\textsuperscript{rd} spill or more, a spill notice letter will be sent out and a $150.00 charge will be assessed to that customer.

For more information on our Certified Green Marine program and membership please refer to the presentation below.
Green Marine Program - Basics

What is Green Marine?

The Green Marine Environmental Program (GM) requires companies in both Canada and US to measurably strengthen their environmental performance with respect to identified priority environmental issues (Performance Indicators) that are common in the marine industry.

Performance Indicator examples for Vessel Owners & Shipyards and Terminals:
- Water and Land Pollution Prevention
- Waste Management and Recycling
- Air Emissions (GHGs, NOx, SOx, PM etc.) – all directly related to fuel burn

We have committed to annual, public performance reporting to the Green Marine program. We also will be externally audited every 2 years, to verify our results.

When did we join?

All Seaspan ULC companies (Shipyards and Marine) joined in May of 2011.

What are we doing?

As part of our certified EMS (Environmental Management System) – we are embedding Green Marine improvement actions into our annual Environmental Action Plans:
- VSY, VDC and VSL
- Seaspan Marine and Seaspan Ferries

Where can I get more information?

Check out Green Marine’s website: http://www.green-marine.org/home
17. **Forms**

   Trailer inspection form (PDF)