

## CARGO MEASUREMENT PROCEDURES AND RE-MEASUREMENT POLICY

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<b>Document responsible:</b>	Customer Experience Shipping and Operation Excellence
<b>Purpose</b> of document:	To align our measurement and re-measurement procedure globally.
<b>Scope</b> of document:	Globally ensure that correct measurement is captured.
<b>Replacement for:</b>	Previous instructions GL_EXI_331 and Re-measurement Policy GL_EXI_332

### Index

General .....	2
1. Cargo to be measured .....	2
2. Measuring Company/Entity.....	2
3. Measurement tools .....	3
4. Measurement Guidelines .....	3
5. Measurement times .....	4
6. Audits of Measurement Accuracy.....	4
6.1 Accuracy Audit for Measurement Entities .....	4
6.2 Accuracy Audit for Shippers.....	5
6.3 Non-Conformities or deviations from announced measurements during the audits .....	5
7. Measurement Deviations .....	6
8. In Stow Position dimension vs Operational dimensions.....	7
9. Systems Input.....	8
10. Documentation .....	8
11. Handling Cargo Measurement Discrepancies .....	8
11.1 Cargo measurement is within acceptable measurement deviation (5%) .....	8
11.2 Cargo is greater or smaller than booked; beyond acceptable measurement deviation (5%).....	9
12. Measurement Overrides .....	10
13. Cargo Re-measurement.....	10
13.1 Cargo Re-measurement at POL .....	10
13.2 Cargo re-measurement at POD .....	10
13.3 Re-measure outcome scenarios .....	11
13.4 Costs to re-measure per region .....	11
13.5 Booking systems charge codes for Re-measurements.....	11
13.6 Rules .....	12
14. Revision History.....	13

## General

It's critical that actual cargo dimensions are captured to ensure optimal usage of our vessel's cargo space and quality handling of the cargo during cargo operations. Usage of incorrect cargo measurement could lead to inaccurately invoicing customer, revenue loss, delay of cargo operations and ultimately cargo left behind.

Makes and models regularly shipped shall be captured in booking systems, CCC and Sales Support Teams are responsible for maintaining the majority of the aspects of this while Operations is responsible for the correct application of the stow type codes of the models.

Cargo is booked by Wallenius Wilhelmsen, and dimensions must be supplied by the shipper prior delivery at the terminal if they are not provided in advance in any type of customer agreement. It is the shipper's responsibility to provide correct dimensions and advise any model updates, new dimensions or variations regardless which is the booking process.

## 1. Cargo to be measured

- Break Bulk Cargo - Non-self-propelled:
  - All Static cargo.
  - All Stuffed Break Bulk, loaded on CAC
  - All Boats and Yachts (new and used).
  
- High and Heavy:
  - All Used High and Heavy.
  - New High and Heavy as per below:
    - At beginning of model year or when product is remodelled.
    - Modified models (Factory and Non-Factory Customization).
  
- AUTOS:
  - POV Vehicles: When older than 1980 (as per local practices).
  
- Audits: Control of measurement accuracy on request.
- Weight checks as per locally approved practice if applicable.
- If in doubt of cargo being part of any of the above categories, please refer to Local Cargo Quality or Booking Office.

## 2. Measuring Company/Entity

- Measuring to be performed by 3rd party surveyor, Wallenius Wilhelmsen employee, or any other required/approved party.
- Audits of Measurement Accuracy will be performed by Wallenius Wilhelmsen Local Port office on request.
- Cargo only to be measured while in control of Wallenius Wilhelmsen.

### 3. Measurement tools

Controlled and professional equipment to be used for measurement of cargo.

- Tape Measure with readout.
- Measuring Pole with bubble level.
- Digital measuring devices should ensure an accuracy of +/- 1cm and must be used in accordance with the manufacturer's instructions.
- Weighbridge/Truck Scale installations for weighing cargo. Digital weight records from cranes are also acceptable if data registering is possible.

### 4. Measurement Guidelines

- All Measurements are to be done in Metric.
- L x W x H of targeted Cargo. Length, Width, Height and/or Diameter measurements shall be measured, converted, and/or rounded to the nearest millimetre.
- All measurements must reflect true dimensions regardless of any commercial contractual agreements. The dimension must be reported from Operations within Zero Percent (0%) deviation.
- Weight measurements are to be done in gross Kilograms.
- Cargo to be staged and measured in its "In Onboard-Stow-Position":
- "In Stow Position" determined by Operator's representative in POL if disputed.
- Buckets and Booms pulled in
- Side Mirrors (Fold if foldable and possible prior to measuring)
- Exhaust Stacks
- Reefer or Air Conditioning Units
- Flexible antennas not foldable
- Trailer Tongues
- Boat Swim Platforms, Out Drives, Radar Arches, Cradles, Trailers, Handles, Taillights.
- Any attachments or accessories.
- For US exports only, the only exception to this is for flexible antennas on motor homes are not included as motor homes are stowed on the main deck in most instances and no damage will occur to the antenna.

#### Cargo Carriers:

- After cargo items have been measured and stuffing is completed, measure full dimension including the Cargo Carrier (CAC) - Gross dims - and report measurements digitally or manually to the booking office for corrections. This will (Purpose: provide to Operations with true actual dimensions ensuring that the CAC can be safely planned and loaded).
- A correct CAC weight distribution and total cargo weight is to be included in the report.

*\*In general, Wallenius Wilhelmsen Ports and Offices shall recommend customers/shippers that added parts which can be easily dismantled such as antennas, exhaust stacks are removed or pulled in if possible before delivery.*

*\*For more information, please see the [Guidelines for product measurement](#).*

## 5. Measurement times

- Cargo is to be measured during receiving alternative at staging area on date of receipt or according to locally approved practice.
- Measurement details to be e-mailed or reported to CCC / Sales Support latest by end of business day. Systems which feed directly into the booking systems must be updated accordingly.
- Late Gates arrivals: Cargo received during vessel operation or when cargo is advanced to an earlier vessel must be:
  - Measured prior to loading.
  - Advise customer of discrepancies prior to loading, time permitting.
  - If there is no time to advise customer of measurement discrepancy, the cargo is to be loaded and CCC or Sales Support to be advised on the details immediately by Operations.
  - CCC or Sales Support to contact customer to resolve discrepancy; in case no agreement follow normal escalation process.
  - If late cargo measurement could cause impact in the operations, this can be exempted based on the approval of the Cargo Quality Representative at the Port of Loading and subjected to re/measurement at Port of Discharge in case of doubt.
- CCC, Sales Support or appointed party as defined by local practice is responsible to ensure/follow up that booking systems are updated in due time with actual dimensions.

## 6. Audits of Measurement Accuracy

### 6.1 Accuracy Audit for Measurement Entities

To determine any accuracy deviation from cargo measurements provided by any required/approved party responsible of the measurement and to determine any deviation from the standard measurement procedures.

- Audits can be requested by:
  - Regional Quality departments.
  - Regional Port Operator, responsible for the cargo operation.
  - Global Quality functions.
- Audits can be performed by:
  - 3rd party surveyor or Wallenius Wilhelmsen qualified employee.
- Target cargoes for measurement:
  - All cargoes listed on Chapter 1. or a specific sample.

## 6.2 Accuracy Audit for Shippers

To determine any accuracy deviation from measurements provided by Shippers in all new cargoes listed on the Chapter 1.

- Audits can be requested by:
  - Regional Quality departments.
  - Regional Port Operator, responsible for the cargo operation.
  - Global Quality functions.
  
- Audits can be performed by:
  - 3rd party surveyor, Wallenius Wilhelmsen qualified employee or any other party required/approved.
  
- Target cargoes for measurement:
  - All new High and Heavy or a specific sample.
  - All New Vehicles or a specific sample.

## 6.3 Non-Conformities or deviations from announced measurements during the audits

- Audits must be registered and logged into the Quality Audit System.
  
- All deviations or non-conformities from the audit must be registered and logged with pictures and prove of the deviation of measures and handed over to the requested party.
  
- Procedures to follow are described on the paragraph 4 - Measurement Guidelines. For measurement tools refer to paragraph 3 - Measurement tools.
  
- Measurements must be reported via system or email to the booking office for corrections.

## 7. Measurement Deviations

- Zero Percent (0%) deviation for operational purposes. The measurements must always reflect the actual dimensions.
- Five Percent (5%) is acceptable variance. If variance is less than 5% Shipper should not be advised, Documentation should freight the bill of lading according to the Customer's Master Shipping Instructions.
- More than Five Percent (5%) deviation is considered not acceptable, and Shipper must be advised as the actual dimensions will be considered for the bill of lading/ invoicing.

*\*Acceptable Measurement deviation (AMD) of Five Percent (5%) is to be considered above or below the dimensions provided by the shipper compared with the dimensions provided by operations at the receiving stage. Percent deviation is calculated and considered per item or unit (not per total package volumes).*

*In case that measurement deviations within Five Percent (5%) are leading to a situation where cargo needs to be stowed on a different deck qualifying for higher rate or if repetitive deviations, this may lead opening re-negotiations with the shipper on the contractual agreement - **Not applicable for FMC trades.***

## 8. In Stow Position dimension vs Operational dimensions.

Operational dimensions (based on e.g., safe driving height) will be used for safe operations, correct stowing and freight purposes.

Base rule is that any cargo that cannot be loaded on a specific deck because of the way it needs to be operated during loading/discharge should be considered with operational dimensions.

Related to this, customers must provide closest possible operational dimensions (based on instructions how we measure). This measurement must be registered in the systems by the booking agent.

During Operations, when a cargo unit shows any sign of different dimension between operational mode vs. stop-and-stow-mode, (this could be air-suspension function or other features that increase the measures during operating), deviations from provided measurements must be registered and reported to Wallenius Wilhelmsen Operations Representative. OPS Reps to inform the booking agent to add measurements and/or handle possible discrepancies.

In case of the new measurement impacts on the rate/freight structure (e.g., cargo to be stowed on different deck), this may lead to open a re-negotiation with the shipper on the contractual agreement.

## 9. Systems Input

- Dimensions provided by the measurement entity/company must be updated with Zero Percent (0%) deviation by the booking agents latest 2pm (business day) after receiving the notification if measurements are not being updated automatically by a terminal system.
- Basis for dimensions input is Length, Width, Height and/or Diameter shall be added to the system, converted, and/or rounded to the nearest millimetre.
- Documentation to rate the bill of lading at the received measurements in shipping instructions when measurements are within acceptable deviations.
- Documentation to rate the bill of lading at the received measurements from operations when measurements are not within acceptable deviations.
- In case of fixed rates, documentation to rate the bill of lading as agreement or contract.

## 10. Documentation

- Documentation to validate the measurements on the master shipping instructions against the measurements in the booking system or the measurement provided. If these two measurements match or are within the acceptable variance as defined, Documentation to freight the bill of lading accordingly.
- There is no need to ask for revised master shipping instructions from the customer in order to freight the bill of lading when receiving measurements from operations are different then the measurements on the master shipping instructions.
- In case of a deviation more than 5%, Documentation coordinator to advise to the relevant CCC/Sales Support contact to start handling the discrepancy procedure. Please refer to the Cargo Discrepancy Instructions.

## 11. Handling Cargo Measurement Discrepancies

Handling Cargo measurement discrepancy section applies to the following two scenarios:

### 11.1 Cargo measurement is within acceptable measurement deviation (5%)

Measurements will be updated, and bill of lading should be rated according to the Customer's Master Shipping Instructions.

#### Instructions:

- Shipper must **not be notified** if dimensions are within acceptable measurement deviations.

## 11.2 Cargo is greater or smaller than booked; beyond acceptable measurement deviation (5%)

Measurements will be updated, and the bill of lading should be rated as per new dimensions. Customer **must be notified** to open handling the discrepancy process.

Account manager/sales manager to be involved in the procedure as necessary.

### Instructions:

- CCC/Sales Support agent to inform advise the customer immediately about discrepancy and ask customer to provide new shipping instructions.
- If for any reasons during documentation process the measurements are still beyond 5% deviation, Documentation coordinator to advice to the relevant CCC/Sales Support to handle the discrepancy procedure.
- CCC or sales support to notify customer of the discrepancy
- In case shipper disagrees with Wallenius Wilhelmsen measured dimensions, Shipper should involve a 3rd party surveyor for remeasuring the cargo and this report must be presented prior to loading to guarantee the loading.
- For US trade lanes FMC filling process needs to be considered and followed.
- In case letter of credit requires to show dimensions as per shipper instruction, this needs to be considered and followed.
- In case of dispute, CCC or Sales Support is responsible for all necessary follow up and communication with internal and external stakeholders.
- We should always aim to get customer acceptance/acknowledgement of measured dimensions and acceptance to any changes in ocean freight or on-carriage rates prior to loading (Do not offer to re-measure at the POD. We must resolve all measurement discrepancies at POL; cargo to be remeasured at POD at customer requests only, customer to be advised of costs asap).

## 12. Measurement Overrides

- Responsible account manager for respective customer or Sales Support manager has the responsibility and authority to instruct teams to override measurements in the booking system. This can only be done to accommodate contractual agreements, i.e., boat only contracts, or to settle disagreements with customers. Overall responsibility for measurement overrides lays on SVP Regional Sales or delegate and must be copied in on correspondence for major overrides (typical when override affects many units or are on model level).
- The booking party representative performing the override function must make a note of the approval in the booking systems.

*(Use of commercial dimensions should be avoided but can be accepted for contract documents only upon approval at contract finalization stage.)*

## 13. Cargo Re-measurement

### 13.1 Cargo Re-measurement at POL

In case of the shipper disagreeing with dimensions, Shipper should involve a 3rd party surveyor for remeasuring the cargo and this report must be presented prior to loading to guarantee the loading. The cost of remeasuring the cargo is at the shipper's account, except when measurements provided by Shipper are correct, then no fee should be charged to either the Shipper or Consignee.

Cargo is placed into do not load status / "on hold" until shipper agrees on new updated dims".

### 13.2 Cargo re-measurement at POD

There are usually two scenarios when consignee/receiver disputes the cargo dimension:

- Cargo was measured at POL, but consignee does not agree with updated dimensions. In this case, CCC or Sales Support at POD should explain to consignee that measurement took place at POL and that shipper was informed accordingly.
- Cargo was not measured at POL and consignee does not agree with dimensions provided on shipping instruction. In this case, sales support at POD should advise consignee to contact their shipper to resolve the dispute.

Under either scenario, if consignee proceeds with re-measurement, they should be informed that a fee may apply, and they will need to provide carriers representative with their expected dimensions prior to survey. The cost of remeasuring the cargo is at the shipper's account, except when measurements provided by Shipper are correct, then no fee should be charged to either the Shipper or Consignee.

### 13.3 Re-measure outcome scenarios

#### 13.3.1 Dimensions as per Shipper/Consignee

Wallenius Wilhelmsen is incorrect (customer correct), no fee applicable and manifest correctors issued to reflect correct dimensions. All finance matters addressed.

#### 13.3.2 Dimensions differ to both Wallenius Wilhelmsen and Shipper/Consignee

Customer/Consignee believes dimensions should be X and Wallenius Wilhelmsen manifested as Y. Cargo is measured at Z. No fee applicable and manifest correctors issued to reflect correct dimensions. All finance matters addressed.

#### 13.3.3 Dimensions as per Wallenius Wilhelmsen or greater

Cargo dimensions as per manifest or greater. Fee charged and manifest corrector(s) issued as required. All finance matters addressed.

#### 13.3.4 Incorrect cargo delivered at POL

Different cargo delivered to wharf against booking (customer error). Fee charged and manifest correctors issued. All finance matters addressed.

### 13.4 Costs to re-measure per region

Cost of re-measurement to be charged as per local / terminal tariffs or other tariffs agreed regionally by commercial teams.

### 13.5 Booking systems charge codes for Re-measurements

To facilitate reporting on the amount and type of re-measurements, there will be following charge codes.

Re-measurements Codes
RML: Re-measure Fee load port
RMD: Re-measure Fee discharge port

## 13.6 Rules

- Cargo must be measured before it leaves the wharf at POD.
- Independent surveyors must be appointed.
- Customer may be present if suitable.
- For non-credit customers, cargo will not be released before all finance matters resolved.
- Wallenius Wilhelmsen is not responsible for any storage incurred because of re-measure.
- Re-measurement charge will be placed on the bill as a local collect charge (when requested by consignee) and as prepaid (when requested by shipper).
- Stevedore to ensure cargo is landed as it was stowed on the vessel (where possible).
- Cargo is to be measured as it was stowed in the vessel. "In Stow Position" determined by Operator's representative in POD if disputed.
- Re-measurement fees to be "Liner Terms" and thus outside the scope of any contract terms.
- For shipments under collect terms, discharge port to issue manifest corrector.

## 14. Revision History

Date of Revision	Version Number	Reviewer	Summary
2022-03-09	Version No. 1.0	CX/OPEX	Final review