

In the Name of Allah, the Most Gracious, the Most Merciful



Circular No. (49) for the year 2020 AD

To:

All marine agents,

CC:

All General Port Managers
General Director of the Riyadh Dry Port
The Saudi Customs Authority
Council of Saudi Chambers

Subject: The working hours of the marine agents during the official holidays

I refer to Article 15 of the Regulation for Maritime Agents (Working Hours), which states "The working hours shall be in line with the official working hours of the bodies associated with performing work locally, and the agent is also obligated to work on Saturdays and official holidays in the Kingdom of Saudi Arabia."

The Saudi Ports Authority emphasizes the adherence to what was stated in the Regulations for Maritime Agents, according to the following:

1. The working hours must be in line with the times of work of the relevant authorities.
2. Clearly Show the working hours of your offices to all beneficiaries, with an assurance that the actual times for customer service at the counters are identical to the office working hours.
3. Highlighting the receipt and delivery of containers in the storage yards, with an emphasis on the responsibility you have, on behalf of the shipping line, to provide storage yards or contracting with the operators of storage yards that cover the volume of work and enable you to ensure the continuity of handling without any delay, accumulation or disruption of the logistical process.

The Saudi Ports Authority also confirms that it will receive complaints, comments or suggestions made by contacting the Beneficiary Service Center through the official channels, on (920010002), and using the Authority's e-mail Mawanicare@mawani.gov.sa.

For approval and implementation, the Control and Inspection team of the Saudi Ports Authority will follow up on compliance with the above.

Vice President for Policy and Legislation
[signature]
Abdul-Rahman bin Abdullah Al-Ghamdi



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Vice President for Policy and Legislation
[signature]
Abdul-Rahman bin Abdullah Al-Ghamdi

- A photocopy to the office of His Excellency the President of the Saudi Ports Authority
- A photocopy to Their Excellencies the Vice Presidents
- A photocopy for all port departments
- A photocopy to the Central Department of Industrial Security
- A photocopy to the Corporate Communication and Marketing Department
- A photocopy to the Risk Management and Business Continuity Department
- A photocopy to the Business Development Department
- A photocopy to the General Administration of Supervision and Inspection