

Guidelines for the preparation of records of claims
Legal Department of APM Terminals Moín S.A.

With the objective of maintaining good practices during the creation, arrangement, foliation, correction, and preservation of physical files, in the claims area of the Legal Department, based on the technical standard N-001 issued by the National Archives of Costa Rica (published in the Official Journal "La Gaceta" on July 8, 2020), and adapting it to the circumstances of the procedures conducted by the Concessionaire, the following internal regulations necessary to ensure the proper management and preservation of documents are hereby issued:

1. For the identification of files, a cover sheet should be prepared with the necessary information to allow their retrieval, containing the following data:

- Name of the company issuing the documents
- Name of the Department
- Name of the Function
- Contents of the file

2. Documents that are part of ongoing proceedings shall be incorporated following the sequence of the respective proceedings or action, or if this is not possible, they shall be organized in the order in which they were received by the company.

3. Arrangement of the File:

The files must be compiled according to the following instructions:

- The documents should be included in ascending chronological order, that is, from the oldest to the most recent, so that when the file is opened, the page with the lowest number should be the one displayed.
- The chronological order will be determined by the date of receipt, so that the acts and procedures of the proceedings are incorporated in correlative order; except for

documents created by the official in charge of the proceedings, in which case the date of issue will be the date taken into account.

- The date of receipt of the document or official communication, not the date of the attachments, is the one considered when ordering them chronologically within a file. It is clarified that the official communication and the attachments are processed as a single unit within the file.
- Before punching the documents, if the file consists of sheets of paper larger than legal size, they should be centered, taking the largest sheet as a reference. In the same way, with sheets that have information placed horizontally, they should be placed taking into account that the title or heading should be towards the spine of the folder.

4. Foliation:

The requirement for the foliation of documents in the file is that they must be arranged chronologically according to the date of receipt, in ascending order before foliation begins. Foliation shall be performed at the time of inclusion of the document in the file and prior to any process of description, binding, reprographics and/or digitalization of documents.

The foliation will be made using Arabic numerals (1,2,3, etc.), in an ascending consecutive manner, starting with the first document of the file that initiates the proceedings towards the end, in a correlative manner, and as more documents and other proceedings are added.

- Do not add any other type of character or alphanumeric sequence to the numerical foliation (not allowed: A, B, C, or following, digits such as 1st, 1 B, 1 i, or the terms "bis" or "tris", among others).
- The numbering assigned to each page must be consecutive and continuous, i.e., without omitting or repeating numbers.
- The folio number will be placed in the upper right margin of the sheet, or in the event that this space is not available, either because of letterheads, seals or any other

information, it will be placed as close as possible to this corner, avoiding hiding the aforementioned information.

- The number assigned to each folio must be legibly entered on a blank space, without erasures, without altering letterheads, original seals or any other information entered.
- Only the first side of the document (front side) will be numbered, i.e., the reverse side will not be numbered, even if there is information on both sides of the sheet.
- Avoid making the foliation with strong strokes or excess of ink, because it may damage the substrate.
- In the event that there are documents with page numbers or photocopies with previous folio numbers, they will not be taken into account, and these folios must also be numbered following the respective chronological order.
- A foliation device with indelible ink should be used for foliation.
- All documents in the administrative file shall be numbered in strict chronological order according to their date of receipt, regardless of whether they contain textual or graphic information, for example, plans or maps.
- When there are documents on media other than paper, such as photographs, tapes, magnetic, optical, or acetate discs, or other types of storage devices, among others, that are part of the file but, due to their physical and conservation characteristics, they must be preserved in another space. A cross reference should be made in which the appropriate folio number and the place of custody of the document should be noted.
- When certified photocopies of an administrative record are requested, it is advisable that if there are pages with information on both sides, front and back, the photocopy should be made on both sides in the same manner, so that there is no confusion due to the possible existence of photocopies without a folio number.

5. Correction of foliation:

Foliation correction is an administrative task whereby, when errors are detected in the foliation of a document or in the documentary unit, the respective correction is made.

Correction is required in the following cases:

- Omission of foliation
- Repetition of foliation
- Material error during foliation (e.g.: physical damage to the numerical foliation device).
- The same document with double foliation.

For the correction of folios, a parallel line with a blue or black pencil (ink color different from the color of the folio) should be placed over the wrong number, so that it is legible, and then the correct number should be displayed in a visible place.

Once this has been done, the foliation of the file should be restarted again. It is recommended to use a different color of ink than the one used when a folio needs to be corrected due to repetition, error or omission.

6. Preservation:

Files should be preserved in acid-free boxes. File cabinets shall be located in secure areas, away from private access, and duly locked.

Approved  Digitally signed by JOSE RUEDA SALINAS (FIRMA)
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