

# Organization personnel

The terminals are managed by the local management team under the direction of the General Manager. The Commercial Manager reports to the General Manager and is responsible for commercial and related support functions, including customs. Responsibility for customs matters lies with the CSC Manager, who reports to the Commercial Manager.

ETT and ETA both have dedicated customs resources. The customs employees at the terminal are supported proactively and upon request by the CGT team at HQ.

Customs employees at the terminals have a hierarchical reporting line to the CSC Manager and a functional reporting line to CGT.

An organization chart of each terminal is included as annex:

[ETT - Org chart.pdf](#)

[ETA - Org chart.pdf](#)

More details on how the C&E function for terminal services is organized from a group perspective is included [here](#).

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