

Annex 1: BULKCHAIN product governance

This document describes the governance structure for the BULKCHAIN-product that is part of a collaboration agreement between NxtPort, Port of Antwerp-Bruges and Havenkoepel vzw (The Way Forward), which aims to establish a binding framework of agreements between these Parties regarding practical cooperation in the development of digital solutions and systems. The collaboration agreement itself is private. This document is the public extract thereof and includes the relevant sections in relation to the BULKCHAIN product governance. See also definition of BULKCHAIN-product governance in the Terms & Conditions of the BULKCHAIN-product.

User group

The User Group consists of representatives of relevant stakeholders for the BULKCHAIN-product; the private port community represented by its professional organisations, NxtPort and Port of Antwerp-Bruges. The Way Forward coordinates the User Group. The User group is to be considered as “BULKCHAIN Product Governance” in the below sections of the Terms & Conditions of the BULKCHAIN product:

- Article 10.3
- Article 10.5 and definition of “Scheduled downtime”
- Article 10.7
- Article 11.3

Following topics will be discussed in the User Group:

- Product updates and roadmap
- Discussion on challenges in operational usage and collaboration
- Suggestions from the port community members on changes or new features
- Community feedback and Q&A
- Service delivery aspects
 - General overview of Incidents
 - Further explanation of P1 and P2 Incidents
 - Response and Recovery Times
 - Root cause analyses for problems if any
 - Availability level (incl. unavailability for security reasons)
 - Planned maintenance windows
 - Update on remedial maintenance, and technical, security enhancement or platform changes decided by Nxtport where applicable and relevant to the BULKCHAIN user community
 - Suggestions for continuous improvement

Digital Board (Community)

The Digital Board (Community) consists of representatives of NxtPort and Port of Antwerp-Bruges and The Way Forward. It determines the strategy for the development of the digital infrastructure and decides on the policy for the cooperation and the strategic relationships with stakeholders, including the validation of the business case for products on the roadmap.

The Digital Board Community is to be considered as “BULKCHAIN Product Governance” in the below sections of the Terms & Conditions of the BULKCHAIN product:

- Article 9.1.3
- Article 12.1

Following topics will be discussed in the Digital Board (Community)

- Update on progress of the agreed payback by the port community of pre-financing BULKCHAIN product (as the defined in business case)
- Yearly BULKCHAIN-rates and rate structure review
- Changes to Billing or invoice principles BULKCHAIN
- Scope change requests with budget impact BULKCHAIN