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# Logistics Group

## ARM LOGISTICS GROUP/ SERVICE LEVEL AGREEMENT 2020

### INTRODUCTION

ARM Logistics Group is known for a high level of performance. Therefore, a strict follow up on the compliance matters and high-quality requirements as expected by all ARM LOGISTICS GROUP customers is imperative. In order to fulfill these high-quality standards at all times, ARM LOGISTICS GROUP has developed policies that apply to our employees and all our Service Providers. In this SLA, we describe our minimal expectations from our Service Providers that provide any type of services to ARM Logistics Group BV in order to guarantee the compliance and quality requirements.

Between the agent reading the present SLA (hereinafter referred to as the "Service Provider").

And

**ARM LOGISTICS GROUP BV**, a Belgian company registered at KBO, with registration number 0775.473.824, having its office at Nijverheidsstraat 70, 2160 Wommelgem, Belgium (hereinafter referred to as the "Principal").

It is agreed that the Principal hereby appoints, on a non-exclusive basis, the Service Provider and the Service Provider hereby accepts the appointment to provide removal, warehousing and relocation services to the Principal as per the terms and conditions hereinafter contained. The Principal makes no representations or guarantees regarding the volume of business. This SLA gives no guarantee of future business and does not require official notice by either party to be terminated. It will remain in effect on a shipment by shipment basis.

### 1a. GENERAL CLAUSES

#### 1. RELATIONSHIP PARTIES- REPRESENTATION

The relationship between the Parties is that of independent contractor to independent contractor. The Service Provider shall not represent itself as partner of the Principal nor is authorized to make any contract, agreement, warranty or representation on behalf of the Principal or to create an obligation, express or implied.

#### 2. INDEPENDENT CONTRACTOR

The Service Provider is an independent contractor and thus shall be solely responsible for:

- payment of all taxes, recess, duties, levies, etc. arising from the provision of Services hereunder;
- payment of all statutory dues and benefits and obligations as a consequence of employing or hiring of any person for the performance of its obligations hereunder.

### 3. EMPLOYMENT PRACTICES

The Service Provider ensures that he complies at all times with the local regulatory requirements regarding employment and that there is a mechanism in place to ensure the monitoring of this regulation and possible changes.

The Service Provider shall pay the salaries and allowances timely to its employees as per the applicable statutory provisions and shall ensure that they do not ever bring any claim and/or legal action whatsoever against the Principal. The Service Provider shall keep the Principal indemnified in this regard at all times, during and after the term of this Agreement.

### 4. BACKGROUND CHECKS

Where allowed under local law the Service Provider shall perform a thorough and accurate criminal background check before employment. No team member convicted of theft, violent crimes or crimes of a sexual nature is allowed in a shipper's home.

Personnel assigned for the removal are eligible to work in the respective jurisdictions where such personnel are providing services and are free from any legal or contractual restraints prohibiting them from working.

### 5. QUALIFIED PERSONNEL

The Service Provider ensures that the personnel attributed to perform the services is skilled, experienced, competent and trained to perform the services.

If the Principal however is confronted with dissatisfactory service by any member of the personnel of the Service Provider, the Principal may request for a more qualified and competent employee to replace the former one.

### 6. CORRECT BEHAVIOR

The Service Provider's packing crew must follow these rules to:

- not consume alcohol or take any drugs that could impair working performance before or during the move
  - not smoke in or around the home or while handling goods or leave cigarette ends anywhere near the shipper's property
  - only use restrooms after shipper's permission
  - not criticize the company, the quality of packing, or any colleagues in front of the shipper
  - always use walkways and only cross garden/lawn areas with the permission of the shipper
  - remove all waste generated by the crew (e.g. food scraps, wrappers, cigarette ends, empty drink containers etc.) from the shipper's premises and dispose of properly
- send any report to assess the performance of the service.

The Customer Satisfaction Report shall be the only evaluation tool to be filled in by the shipper.



## 7. LICENSES AND SUBCONTRACTING

The Service Provider ensures to dispose of all licenses and approvals required to provide the services to the Principal and that these are valid. The Service Provider shall not sub-contract the services requested by the Principal to any other subcontractor except upon prior written consent of the Principal. In such event the Service Provider shall be responsible for the acts and omissions of its sub-contractor.

## 8. RESPONSIBILITY

The Service Provider shall be solely responsible for and shall indemnify the Principal from and against any loss, claim, liability, judgment, settlements, fines or damage that may occur due to:

- any act or omission on the part of representatives and employees of the Service Provider resulting into a breach with regard to data privacy and protection,
- any act or omission on the part of representatives and employees of the Service Provider while providing the services, including but not limited to any breakage or damage caused to any property belonging to the shippers on account of mishandling, negligence or any other factor such as water leakage/fire in the storage facility/transport vehicle etc.;
- any breach or omission or failure or negligence on the part of Service Provider in performing its obligations under this SLA;
- Claims due to the fault or error of the Service provider as provided in clause 3.16.

## 9. INVOICING PROCEDURES

The Service Provider will submit an invoice to the Principal within fifteen (15) business days following the completion of services rendered to the Principal for processing and payment.

All payments are to be made in EURO. Invoices that are not disputed within fifteen days after receipt, shall be paid within 30 days.

## 10. INSURANCE

The Service Provider must have taken out all corresponding insurance policies required to handle all household goods shipments, including personal injury, liability and completed operations covering damage to goods and property damage.

The Service Provider shall provide proof (certificates) of the insurance coverage prior to the start of the cooperation and provide renewal certificates within 30 days prior to the expiration of these policies.

## 11. CONFIDENTIALITY

The Service Provider agrees to treat all information provided by the Principal as confidential when performing services and shall not (without prior consent from the Principal) disclose or permit disclosure of such confidential information to any third party.





The Principal's confidential information will be used by the Service Provider solely for the purpose of fulfilling its obligation under this SLA. The Service Provider agrees not to use or disclose the Principal's confidential information for its own benefit or for the benefit of others. The Service Provider agrees to safeguard all confidential information of the Principal with at least the same level of care as the Service Provider uses to protect its own confidential information.

## 12. DATA PROTECTION AND PRIVACY

### Personal Data

Personal data includes Customer's (sur)names, (IP) address, personal and business contact information, details and value of house hold goods and storage locations, personal documents such as (copy of) passports and/or identity cards, visas and work permit, and completed customs documentation.

### Sensible Data

Sensible data includes medical information, information on religion or beliefs, personally identifiable financial information ([PIFI](#)) and unique identifiers such as passport or Social Security numbers.

By signing this SLA, you agree and commit to the adequate collecting, handling, storing and protecting of personal and sensible data. This applies to both digital and non-digital communication, storing and handling and disposing, destroying or deleting. This includes securing the confidentiality of the data and making sure the data is not altered nor shared to any unauthorized party.

Any information which comes under the scope of this policy will only be used to provide international moving services that we have been contracted to provide, including the sharing as required of information to third parties who are related to the provision of international moving services.

We require you to ensure compliance with local legal provisions set out for data security and take suitable security measures to ensure data is secure.

When signing this SLA, you guarantee that shippers personal data is kept strictly confidential and will never be sold, distributed or made available to third parties without our written consent and authority. Service Provider agrees not to use or disclose personal information for any purpose other than for the services we have been contracted to provide.

The involved subjects must be granted access, rectification, opposition and cancellation at any moment, when addressing by writing the responsible for data protection.

Furthermore, all personal data must be used and treated all according to the applicable legislation and current laws, both locally and internationally.

It is the Service Provider responsibility to make sure all personnel is informed about the data protection and privacy policy and make sure that enough control and revision can be exerted on the systems.

If there is suspicion of violation of the data protection, particularly in case of the loss of the data and unauthorised technical access or the theft of the data, the Principal must be informed immediately, also about the relevant action to prevent any future security breach must be taken. You must fully understand that if you violate relevant data privacy laws, you may be subject to both civil and criminal liabilities from either the injured party or a local Privacy Authority where the violation occurred. You unconditionally agree to indemnify and hold the Principal harmless if such legal action should be instituted against the Principal based on your breach of any of the terms of this SLA.



### **Data Storage**

All data and information must always be stored in a secure environment, and digital data and information on secure and controlled servers protected from unauthorized access. Digital data should never be saved directly to laptops or other mobile devices such as tablets and smartphones. The Service Provider must make all efforts to ensure the security of confidential information with at least the same level of care as the moving partner uses to protect its own confidential information and in compliance with local regulations and GDPR requirements.

### **Sub-processing**

Only upon prior written approval of the Principal Service Provider can engage a subcontractor and share data with this sub-contractor (in GDPR: the sub-processor). Service Provider ensures that this Data Protection and Privacy Policy is complied with in full by the sub-processor. Service Provider shall be liable for all violations of this sub-processor and Service Provider unconditionally agrees to indemnify and hold the principal harmless if any legal actions should be instituted against the Principal based on a breach by the sub-processor.

### **Disclosure**

The Service Provider agrees not to provide, disclose or permit disclosure of any sensible data or confidential information to any third party unless as necessary part of the supply chain for the service of the shipper. It will be used by the Service Provider only for purpose of fulfilling the services provided to the Principal and the shipper. You agree not to use or disclose any personal or private data of the Principals Customers for its own benefit or for the benefit of others. You will agree with the Principals policies, procedures, standards, guidelines for privacy, information protection, and data and systems security and with all applicable privacy laws and regulations.

In signing this document, you have read and understood the policy and have adequate processes in place to ensure you are compliant with this SLA and its Data Protection and Privacy Policy. These requirements remain valid even if this contract is terminated or its staff leave the company of the Service Provider.

## **13. TERM AND TERMINATION**

This SLA will be effective as of the date of signing and will continue until terminated (shipment by shipment). Parties can always terminate this agreement with or without cause, by giving the other Party at least thirty (30) days' prior written notice of termination. Unless timely notification there's no right to any compensation due to termination of this Agreement. In the event of any offense against the Code of Conduct is determined the Principal can terminate this SLA immediately.

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## 1b. CODE OF CONDUCT

### 1. ANTI-BRIBERY AND ANTI-CORRUPTION POLICY

This document intends to formalize the stance and policy of the Principal which fully upholds the laws regarding Anti-bribery and corruption firmly denounces act or attempt of bribery or corruption. Any form of this is completely unacceptable and will not be tolerated.

The Principal needs its Service Provider to agree and sign the following document, in compliance with International law.

Bribery is the offering, promising, giving, accepting or soliciting directly or indirectly of an advantage (including anything of value) as an inducement for action or to induce or assist another individual to break any applicable law or regulation or perform duties indecently. It is illegal, and it is a breach of trust.

This concerns all employees (whether permanent, fixed-term or temporary) and any associated third parties providing services to or on behalf of the Principal.

Any form of corruption, bribery or attempted bribery is unacceptable. This applies whether offering a bribe or accepting a bribe. It is against the Principal's core values of conducting business to the highest legal, moral and ethical standards.

By signing this document, with immediate effect you will commit to legal and ethical behavior, and to refrain from doing anything that will harm the interests of the Principal, its partners and suppliers, Customers, or the industry.

ARM LOGISTICS GROUP will take steps to ensure they are fully informed of applicable regulations and will monitor their employees and business partners to ensure full and continual compliance.

#### **Legal compliance**

You will ensure that all your employees are aware of all applicable laws countering bribery and corruption in all the jurisdictions in which you operate, and that you will obey and uphold those laws. The laws that apply to international business activities include those of the countries in which the activities occur as well as others that - like the US Foreign Corrupt Practices Act (FCPA) and the UK Bribery Act 2010 - govern the international operations of national companies and citizens respecting of their conduct both at home and abroad.

Agreeing and signing this document is a commitment to ARM LOGISTICS GROUP to take a zero-tolerance approach to bribery and corruption. You will always act professionally, fairly and with the utmost integrity in all business dealings with the Principal. This applies to wherever you operate or perform services on our behalf.

### 2. ANTI-TRUST POLICY

Service Provider commits to legal and ethical behavior, and to refrain from engaging in any business that will harm the interests of the Principal, shippers, customers, or the industry.

#### **Legal compliance**

Service Provider ensures to be aware of all applicable laws and regulations covering anticompetitive practices in all the jurisdictions in which they operate, and that they will obey and uphold those laws and regulations. Service Provider ensures to be aware of, and are complying with, applicable laws and regulations in connection with cartels.





### **Ethical behavior**

As a demonstration of commitment, Service Provider pledges to take a zero - tolerance approach to cartel conduct. At all times Service Provider will act professionally, fairly and with the utmost integrity in all business dealings and relationships. This will apply wherever they operate.

### **Escalation**

If at any point during the shipment any issue or conflict occurs regarding anti-bribery or anti- corruption policies, this special situation must be immediately reported to the Claims Department, who will revise the situation case by case, and will decide and take the necessary actions to resolve the situation, according to this statement. Problems, complaints, damages or irregularities should be ALWAYS be reported immediately to the Principals Move Manager.

## **2a. ORIGIN SERVICES**

### **1. SURVEY**

When requested to perform a survey, the Service Provider will accept in writing to perform the survey and keep the Principal informed of scheduling details. The Service Provider will initiate contact with each shipper within one (1) business day. If physical surveys aren't possible, the Principal must be informed immediately. The Service Provider will perform each survey at no cost to the Principal, if this survey leads to an agreement to move shippers' household goods for which the Service Provider is engaged. If there is any special situation, the Principal must be informed immediately.

### **2. DURING THE HOME SURVEY THE SERVICE PROVIDER SHALL**

- determine an accurate volume/ weight of the removal by taking a physical inventory
- detailing all items to be moved and the (number of) rooms they will be moved from;
- determine the shipper's needs concerning the moving dates and any anticipated travel plans
- provide information to the shipper with regard to packing methods, customs regulations, and items restricted and/or prohibited to ship;
- notify the Principal of any goods in the shipment which are prohibited or restricted under applicable laws and regulations; *In the event the (Origin) Service Provider fails to do so- inform the shipper and Principal- the Service Provider will be held liable for non- conformities. The Principal will not accept any responsibility for any fines and/or penalties as a result of this neglect to inform the shipper properly;*
- identify any items requiring special handling, specialized packing or wooden crating-corroborated with photographs. No commitment should be made to the shipper concerning specialized packing unless authorized by the Principal;
- identify items that have pre-existing damages and capture this damage with clear pictures;
- carefully check the access to the residence as well as the distance between the parking lot for the truck and/or shipping container and the residence;



Following topics should not be discussed with the shipper during the survey and/ or the process of the move without explicit instructions from the Principal:

- Insurance Coverage
- Rates and Prices

The Service Provider may never provide a quotation directly to the shipper or respond to a request to do so unless instructed by the Principal in writing.

### 3. INFORMATION TO BE PROVIDED TO THE PRINCIPAL ONE (1) WORKING DAY AFTER CONDUCTING THE SURVEY

- volume and estimated weight;
- rate for all origin services to the port of departure;
- freight rate and transit times from the port of departure to the destination port;
- itemized survey sheets with totals for each mode type: air, sea, permanent storage/ local;
- details of required packing and move dates;
- completed Survey Checklist signed by shipper and surveyor noting -if any- additional remarks or requests from the shipper;
- all accessorials services (crating, shuttle etc.) must be reported clearly with proper documentation and cost provided;
- any special circumstance that might have an impact on the costs of the move, including access difficulties or special packing requirements;
- any health & safety issue outside usual standards that would affect the health & safety of the crew at either origin and /or destination e.g. heavy, bulky or toxic items or narrow stairs, missing hand rails etc.;
- any further information that would be helpful to the Principal;

NOTE: Costs not reported at the time of survey will not be paid for unless a prior approval has been obtained from the Principal.

### 4. RESULTS OF SURVEY

Within two (2) business days after the survey, the Service Provider will provide the Principal with the results of the survey and an estimated cost to pack and handle the shipment.

A copy of each survey must be sent to the Principal with the survey results. The Service Provider agrees that the margin for error for each survey will not exceed 10% of volume.

### 5. ARRIVING AT THE RESIDENCE & PREVENTION

The Service Provider should provide the itemized survey sheet to the crew for them to compare against the actual inventory.

Upon arrival at the shipper's residence the crew supervisor must introduce the crew by name and ask permission to park on driveway if this is the best position for the truck/container.



The crew supervisor must then take a tour at the residence with the shipper to determine the details of the move and to check the premises on pre- existing damages, which should be noted clearly on the RESIDENCE WALK THROUGH report and documented with photographs.

If the crew supervisor identifies issues that will change the length of the time taken to pack and load the move, he should inform the Principal- to discuss and resolve any such issue with the shipper.

## 6. PROTECTION OF THE RESIDENCE

The residence must be protected e.g. marble or wooden floors, carpets, walls, staircases where necessary - prior to commencement of services.

The crew must prepare the move as follows:

- protect the entrance hall of the residence with appropriate materials
- protect any carpets in the residence
- protect stair rail/banister rail

If the shipper does not want floor/wall protection to be provided, then this must be noted on the RESIDENCE WALK THROUGH report.

## 2B. PACKING

### 1. HOW TO PACK, WRAP AND LOAD

The Service Provider will carry out the packing, the loading and securing of each shipment in accordance with the highest standards known in the removal industry fully protecting the shipper's furniture and personal effects from loss and damage in transit.

The Service Provider will obtain an optimum density by using all available space and disassembling commonly disassembled goods.

The Service Provider will create legible packing lists identifying and itemizing all shipped goods with an accurate description of carton contents and full identification of appliances and electrical items.

- all furniture must be listed mentioning the condition at time of wrapping; in the event of pre- existing damages the Service Provider must take pictures and send these immediately to the Principal.
- the Service Provider's crew leaders must write their names and sign the packing list in the corresponding section of the packing list;
- packing numbers must be written or attached on the exterior of wrapping/packing materials;
- all packing materials must be brand new;
- check any restricted items (by country or account) prior to packing, reconfirm these with the shipper and ensure that restricted items are not packed.

The Service Provider must provide details of furniture items that have been disassembled including photos or a drawing to assist the delivery crew with reassembly.

The Service Provider must check with the shipper during the course of the move that all is going according to plan, either by phone call or physical visit to the premises.



If additional items have been included in the shipment the Service Provider must point this out to the shipper and use the AUTHORIZATION FORM to have this confirmed and signed by the shipper.

As all the shipper's household goods are being packed and wrapped, each package or carton should be marked on the outside of each package with the following information:

- shippers name;
- destination city and country;
- the room the item was situated in;
- the initials of the packer;
- "fragile" or other guidance symbol;
- corresponding item # from the packing list;
- a separate inventory must be made for each shipment mode.

In the event of multiple containers or cases being used for one mode, a loading chart or bingosheet must be supplied per every container or case.

Pre-existing damages on items at origin must be noted clearly on the inventory list.

## 2. (NO) PBO's

Under no circumstances the Service Provider is allowed to accept PBOs (Packed By Owner) listed on a packing list or included in a shipment. Any box presented to a packing crew as a PBO must have its contents inspected, ensuring that the box contains no restricted items and there is no threat to the security of a ship, plane or other vehicle on which it is to be transported.

## 3. PARTS BOX

The Service Provider must use a parts/screws box for all bolts, keys, remote controls, screwsetc. (use a box of a different color or colored sticker). All parts placed in the box should be separated and clearly labeled as the piece and location from where it came from (e.g. diningroom table legs).

Too loose assembly parts or keys should be collected and placed in this (clearly marked) Parts Box. The parts to individual items should be placed in separate bags or packages and clearly labelled with the details of the corresponding item before being placed in the Parts Box.

The Parts Box must be placed at the door and a picture of the Parts Box (and its place) should be taken by the Service Provider.

## 4. VEHICLES- FLEET OF SERVICE PROVIDER

The Service Provider must ensure that all vehicles and equipment meet the necessary local safety standards.

## 5. CHECKING THE SHIPPING CONTAINER

As soon as the Service Provider picks up a shipping container it must be checked for its external condition and to make sure that the container is damage free (doesn't have any holes).

While the container is being pulled out from the port/ yard facility, Service Provider's representative must enter the container with the doors fully closed to make sure no light is visible and thus no holes appear.





Prior to container loading, container should be thoroughly inspected to prevent any damage due to water seepage problem.

## 6. HOW TO LOAD A SHIPPING CONTAINER

Each item must be checked on the inventory or on a "BINGO SHEET" as it is loaded. As instructed by the Principal, or required by local climatic conditions, recommended quantities of desiccants are to be placed throughout the container. A bulkhead should be built after loading to secure the shipment in transit. Any wooden materials used should be compliant with ISPM regulations.

What else:

- after the loading a high security seal must be affixed to the container locking device.
- all seals must meet or exceed the current PAS ISO 17712 standards. The stock of seals must be held in a secure location and handed out on an "as needed" basis by a designated employee.
- if there is a lot of empty space in the container, then the same needs to be bulkheaded to ensure that the shipment is stuffed and not damaged.
- digital photographs must be taken of: bulkhead with the shipper's name on it; seal on the container door with container number;
- there must be at least 2 moisture absorption packs (MAP) or absorbing poles in the container.

## 7. HOW TO LOAD A LIFT VAN

SHIPMENT Lift-vans must meet the

following standards:

- the lift-van must be made using a minimum of 7.5mm thick plywood;
- any wood used in the manufacture of the lift-van must comply with ISPM requirements for the country of destination;
- the outer roof of the lift-van must be covered with plastic sheeting;
- lift-vans must be marked with shipper's name and Service Provider consignee details;
- loaded lift-vans must be steel banded once the loading is complete;
- each item must be checked on the inventory or on a "bingo sheet" as it is loaded;
- shipment must be directly loaded into Lift Van at the residence of the shipper;
- after loading the lift-van there must be at least two (2) Moisture absorption packs (MAP)

## 8. WHEN LEAVING THE SHIPPER'S RESIDENCE

Upon completion of loading the crew supervisor must:

- walk through the residence with the shipper to make sure nothing has been missed or left behind;
- use the pre- and post-inspection report to identify damages to the property and have it signed by the shipper!!
- collect tools and packing materials;





- clean up debris inside and outside the home;
- shipper must sign the packing list/inventory;
- make sure the shipper signs the DAMAGE REPORT - to household goods; as a proof that no goods were damaged during packing;

## 9. DOCUMENTATION

Export procedures can only be initiated after approval of the Principal.

The Service Provider will submit the shipping pre-advice and confirmation of pickup with final weight and dimensions within 2 business days of final loading of the shipment. The Service Provider must strictly follow the consignment instructions given by the Principal.

AWA or OBL must be submitted to the Principal for prior approval. Additionally, the Service Provider must provide all information for sailing/flight details.

The Service Provider agrees that any deviation from the survey and quoted charges or weight must be communicated to the Principal in writing for approval. Any additional charge arising from a deviation that has not been approved in advance may be denied by the Principal.

## 10. MOVE PROCESS - DOCUMENTS

Twenty-four hours prior to departure of Air shipments, the Principal and the destination Service Provider must receive the Pre-Alert along with Airway Bill copy, flight details, signed packing list, copy of Passport, and shipper's contact details at Destination.

Within forty-eight (48) hours of sailing of Sea Shipments, the Principal and destination Service Provider must receive the Pre-Alert along with Bill of Lading, sailing details, signed packing list, copy of Passport, and shipper's contact details at Destination.

Any charges resulting from a failure to provide complete documents will be invoiced back to the (Origin) Service Provider.

## 11. HOW TO TRACK THE SHIPMENT

The Service Provider must update the Principal with the:

- departure / arrival date
- flight details
- sailing details and ETA of the shipment
- monitor the shipment/consignment to ensure that the transit time schedule proceeds as arranged.

Any changes to the schedule must be advised to the destination Service Provider and the Principal.

## 2c. STORAGE

### 1. PERMANENT STORAGE

The Service Provider will if requested:

- arrange secure facilities for permanent and/or temporary storage

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- provide monthly invoicing or per every three (3) months for temporary and/or permanent storage

## 2. MINIMAL REQUIREMENTS TO THE SERVICE PROVIDER'S STORAGE FACILITY

The Service Provider must maintain the following security standards for his warehouses:

- warehouses must be equipped with a fire detection system. Fire-fighting equipment (extinguishers) must be in place and in accordance with legislation (regularly maintained/replaced) and comply with local regulatory requirements.
- warehouses must be equipped with a security alarm or be manned by on-site security personnel at all times.
- warehouses must be solid constructions, that are able to protect goods from an unlawful entry.
- open gates to the warehouse facilities must be monitored at all times.
- all external windows, gates, and fences must be secured with locks. A keys and locks and entrance procedure must be documented and controlled by management.
- passenger vehicles must not park in or adjacent to cargo handling and storage areas.
- visitors are required to sign-in upon entry and provide their ID. Visitors should be accompanied at all times when visiting the warehouse facility.
- drivers delivering or receiving containers or cargo must be identified by photoidentification and company issued identification.
- loaded vehicles and containers must be held within a secured area. If this is not possible, the doors of vehicles and containers must be placed against the side of a building to prevent access.

Shipping containers must be secured with an appropriate locking device to prevent entry and theft of the container.

- warehouses must be protected with a scheduled rodent/pest/vermin control program.
- warehouse facilities must be kept clean and odorless.
- warehouse facilities must be absolutely watertight. Leaks must be reported and repaired immediately.

## 3. TEMPORARY STORAGE REQUIREMENTS

Any consignment held longer than seven (7) days must be placed in vaulted or container storage.

Storage containers must be maintained in good condition. Damage to vaults/containers must be reported and repaired immediately.

Unless agreed with the Principal all vehicles, boats, motorcycles etc., must be stored inside the warehouse and protected by a cover. Fuel should be kept at a minimum level and batteries must be disconnected. Shippers must be advised of the disconnection procedure prior to storage in the event of possible damage to the electronic systems.



Shipping container must be held in a secure area and only distributed by the warehousesupervisor. Seal numbers should be documented and recorded as they are distributed.

### 3a. DESTINATION SERVICES

#### 1. RECEIVING AND CHECKING DOCUMENTS

The Service Provider will receive the following documents and information as soon as they areavailable:

- the BL or AWB
- the manifest
- the packing list/inventory
- a full set of customs documents according to the stated destination customsrequirements

If the documents are not received in good time the Service Provider should immediatelyadvise the Principal to avoid delays in customs clearance.

Upon receipt of import documents, the Service Provider at destination must verify thatall information is complete and correct. The Principal and the origin Service Provider must be advised immediately if documents are missing or incorrect.

#### 2. MOVE INSTRUCTIONS

The unpacking crew shall be provided with the following:

- a nominated crew supervisor who is a fully trained international packer;
- a clear work order providing the name, address, and telephone number of the shipper,address, the time the move is due to commence, and the volume/weight of the delivery;
- an adequate tool kit to assemble furniture in the shipper's home;
- mobile phone, digital camera/phone.

#### 3. CONTACTING THE SHIPPER

The Service Provider must contact the shipper within one (1) business day after receipt of thedocuments and:

- identify themselves as the Service Provider, providing the name and phone number of aprimary shipper's contact at the Service Provider's office,
- advise the shipper of shipping and/or flight arrival details;
- advise the shipper of any required customs clearance documents;
- verify the shipper's telephone and e-mail contact details and delivery address;
- obtain information from the Shipper regarding any access difficulties at their newaddress;
- advise the shipper of the services that will be provided, and the access needed in order to make the delivery. If the shipper believes that additional services have been paid for,the Service Provider must contact the Principal at once.



The Service Provider must confirm the above by e-mail as a written confirmation of the abovedetails and provide any customs documents required to be completed. The Service Provider must update the Principal with all shipper contact details including the shipper e-mail address.If the Service Provider is unable to contact the shipper, the Principal must be advised immediately.

#### 4. CUSTOMS CLEARANCE

Unless otherwise requested, the Service Provider will prepay port charges on behalf of the shipper and invoice the shipper directly. The Service Provider will notify the Principal in writing of any duties, taxes or inspection fees for its corresponding approval.

The Service Provider will present evidencing documentation for any additional charge that has to be paid (duties, taxes, THC, bonded warehouse etc.)

The Service Provider must keep the Principal notified in writing of actual customs clearance process. If the local customs authorities have inspected the shipment, the Service Provider will report this to the Principal in writing within 24 hours.

#### 5. DRAYAGE FROM AIRPORT/SEAPORT OF ARRIVAL

The Service Provider will coordinate drayage from the airport/seaport unless provided by the steamship line. The Service Provider will verify all container seals upon arrival and at time of delivery to ensure each container has not been opened during transit. If any container seals do not match or have been broken, the Service Provider will notify the Principal immediately in writing.

#### 6. DESTINATION DELIVERY SERVICES

The Service Provider will notify the Principal in writing of:

- the scheduled delivery dates
- any delays, damages or losses to the goods during the shipment and such no more than two (2) business day after the Service Provider's discovery.

Such delays, damages or losses will also be noted on the delivery packing list or the delivery report.

#### 7. SCHEDULING DELIVERY

Upon arrival of the consignment and within one (1) working day of the consignment becoming available for delivery the Service Provider must contact the shipper to arrange a mutually convenient delivery date.

The Service Provider must then update the Principal with the proposed delivery date. The Service Provider will deliver appropriate shipping documents to the shipper at the time of delivery including copies of the descriptive packing list.



## 8. ADDITIONAL CHARGES

Every effort should be made by Service Provider to obtain information from the shipper regarding any issues that may impact the charges and/or scheduling for destination service.

If responsibility is not clear and the Service Provider identifies any additional charges that will be incurred in providing destination services — including terminal charges, customs inspection charges and duties, specialist reassembly, long carry, elevator work, parking permits, terminal charges, etc. — service

provider must immediately contact the Principal who must respond immediately with instructions to either collect these costs from the shipper or invoice the Principal. If the Service Provider fails to notify the Principal, they may be held liable for the costs. Additional charges should not be discussed with the shipper without prior approval from the Principal.

## 9. SERVICES - WHAT'S INCLUDED

All import deliveries are to include the following services unless the shipper specifies that they do not wish to receive the service in writing on the delivery sheet:

- unwrapping, un-crating, and placement of furniture
- reassembly of furniture that does not require extensive and/or specialist assembly or the services of specialist trade people – e.g. plumbers, electricians, carpenters etc.
- unpacking and placing china, glassware, clothing, and other items onto a countertop, table, or bed in the room of the shipper's choice.

## 10. ARRIVING AT THE RESIDENCE OF THE SHIPPER

Upon arrival at the shipper's residence the crew supervisor must:

- Introduce the crew by name
  - Ask permission to park on driveway if this is the best position for the truck/container
- The crew supervisor must then take a tour at the residence with the shipper to

determine the details of the move. If the crew supervisor identifies issues that will change the length of the time taken to deliver they should inform the Principal.

The crew must prepare for the delivery as follows:

- Protect the entrance hall of the home with appropriate materials
- Protect any carpets in the home
- Protect stair rails/banister rail

## 11. DELIVERY DOCUMENTS

The Service Provider will forward all delivery documents to the Principal within 48 hours of the delivery of the shipment. The delivery documents include the signed packing list, notification of damage or loss, and the Service Provider's invoice.

The Service Provider will offer basic claims assistance to the shipper and immediately notify the Principal in writing as described in clause 12 and 13.





## 12. BREAKING THE SEAL

Prior to breaking the seal, a digital photograph should be taken of the seal. The crew should break the seal of the container or open the lift-van in the presence of the shipper to verify that it has not been opened prior to arrival.

If the seal has already been removed or has been compromised in any way, it should be reported immediately.

Unless agreed with the shipper and/or the Principal or prevented from doing so by local regulations or Customs procedures, the Service Provider must never unload a single consignment container, break a container seal, or unload a lift-van until arrival at the shipper's address. When it has been necessary to break a seal prior to arrival, the seal must be photographed, the seal number recorded, and the seal must be retained on file.

## 13. BULKHEAD

If upon unloading the bulkhead collapsed, poor loading or badly damaged items are discovered, the Service Provider should capture this with digital photographs.

## 14. CHECKING THE INVENTORY

Each item must be checked against the inventory or using a 'bingo sheet' to confirm safe receipt. Any exceptions must be identified in writing reported to the office and to the Principal immediately.

## 15. LEAVING THE SHIPPER'S RESIDENCE

Upon completion of delivery the Service Providers crew supervisor must:

- Walk through the residence with the shipper to make sure the service has been completed
  - Collect any tools and packing materials
  - Clean up refuse and debris inside and outside the home
  - The Shipper must sign the packing list/inventory to confirm the delivery
- No Evaluation or feedback is to be collected from the shipper.

## 16. CLAIMS HANDLING AND SETTLEMENT - DAMAGE TO RESIDENCE AND CARGO

Service Provider must always complete a walk through the Residence prior to and after removal with the shipper. Service Provider makes use of a form to determine pre-existing damages and damages caused by the removers and makes sure the form is signed by the shipper.

If Service Provider causes damage to buildings, Service Provider must notify his broker/insurance company of this liability. Any costs relating from damage to the property and its surroundings or other kind of third party liability claims have to be borne by the Service Provider.



Service Provider will take all necessary steps to avoid third party charges such as demurrage, detention, port/customs storage etc. In case such charges are unavoidable, Service Provider shall take all necessary steps to keep them as low as possible. In the event Service Provider causes damage to goods the damages must be reimbursed at least up till the costs of the deduction of ARM LOGISTICS GROUP' policy. In the event Service Provider causes damage to goods due to gross negligence and/or wilful misconduct, the damage to the goods must be paid for in full.

#### **Mold and Mildew**

Should the delivery crew identify any damage to the shipment that could be considered hazardous to the shipper or their new home (including mold and mildew, infestation, chemical odor etc.) they should immediately report this to the office who should contact the Principal immediately. Under no circumstances should the shipment be delivered into the shipper's new home without the express written approval of the shipper identifying that the problem has been pointed out to them and accepting delivery at their own risk. Failure to comply with this requirement may render the Service Provider at destination liable for any resulting claim from the shipper for damage to the property or health related issues.

#### 17. SOLAS COMPLIANCE

International Maritime Organization (IMO) has amended the Safety of Life at Sea Convention (SOLAS) to require that the master of the ship must be provided with the actual verified gross mass weight (VGM) as a condition for loading a packed container

onto a ship for export. The Principal therefore requires all Service Providers to comply with this regulation, inclusive of all country and state specific requirements.

You are responsible for ensuring that the VGM is communicated to the shipping lines, to The Principal and stated on the shipping documents sufficiently in advance to be used by the ship's master or his representative and the terminal representative in the preparation of the ship stowage plan.

It is the Service Provider's responsibility to fully comply with the new SOLAS regulations.

#### ADDENDA:

1. SURVEY CHECKLIST
2. AUTHORIZATION FORM
3. DAMAGE REPORT -to household goods
4. CUSTOMER SATISFACTION REPORT

# Logistics Group

Agreed by the Principal

Agreed by the Service Provider