



BAILLY International
Service Level Agreement
2022

International Services for household goods and personal effects

SERVICE LEVEL OF AGREEMENT 2022

Bailly S.A. should have to obey the compliance and to quality requirements for FIDIFAIM and for ISO. In order to fulfil our quality standards, Bailly S.A. has developed policies that apply to our employees, our suppliers and worldwide business agents. In this document, we describe our expectations with those agents and partners that provide any type of services to Bailly S.A.

1. CONFIDENTIALITY & DATA PROTECTION

The partner/agent agrees to safeguard all confidential information of BAILLY S.A. with at least the same level of care as the moving partner uses to protect its own confidential information. The moving partner agrees to BAILLY S.A. policies, procedures, standards, guidelines for privacy, protection of information, data and systems security, with all applicable privacy laws and regulations. All personal data of assignees and other individuals received in connection with this agreement shall be handled and maintained to the requirements of any applicable data protection laws and any subsequent or related legislation.

2. ANTICORRUPTION

BAILLY S.A. subscribes to FIDI Anti-Bribery and Anti-Corruption Charter v.1.2 of 2015 (see www.baillydem.com for more details) The partner/agent and its employees must abide to this charter and pledge not to accept, receive or pay on behalf of BAILLY S.A. any bribes or be involved in corrupt practices of any kind.

These expectations must be communicated to all those persons who will be performing services for or on behalf of BAILLY S.A., including any subcontractors.

3. SERVICES

A/ Origin agent services

a) Survey

Agent will initiate contact with each customer within 1 business day.

(i) Agent shall acknowledge to BAILLY S.A. in writing receipt of Survey Request and keep BAILLY S.A. informed of scheduling details. If physical surveys can't be done due to different reasons, BAILLY S.A. must be informed immediately.

(ii) Agent shall perform each Survey at no cost to BAILLY S.A., if there is any special situation, BAILLY S.A. must be informed in advance.

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(iii) When Survey is performed, BAILLY S.A. must be notified (within 24 hours of the survey date) of the survey results and of any goods of a prohibited nature under applicable laws and regulations.

(iv) Upon completion of survey, Agent shall provide an estimated cost to pack and handle the Shipment no more than 48 hours unless BAILLY S.A. agrees to an extension of the period.

(v) Inventory of the survey results shall be send together with the quotation for services to be provided.

(vi) Agent shall be expected to provide an accurate estimate of the shipment (i.e. volume and weights) and agrees that the margin for error for each Survey shall not exceed ten percent (10%).

b) Packing and Loading

(i) Agent shall complete the packing, loading and securing of each shipment in accordance with FIDI/FAIM standards and according to local and international regulations such as ISPM-15 standards and the use of recycled materials.

(ii) During packing a detailed inventory shall be raised by the Agent before loading of shipment commences. Packing of both small and large items must be tight maximising all available space.

(iii) Agent must write a clear inventory in English identifying all Goods in the Shipment with an accurate description of carton contents, and full identification of appliances and electrical items, this identification to include make, model and serial number.

(iv) All furniture must be listed denoting condition at time of wrapping, photographs of pre-damage existing conditions shall be send.

(v) Crew Leaders must write their names and sign the inventory list (packing list) in the corresponding section of the packing list.

(vi) Inventory numbers must be written or attached on the exterior of wrapping/packing materials.

(vii) Under no circumstances our agents can accept PBO ("Packed by owner") listed on an inventory or included in a Shipment. Any carton presented to a Packing Crew as a PBO must have its contents inspected, ensuring that the carton 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.

c) Administration and Documentation

(i) Export procedures must only be initiated at origin once BAILLY S.A.has given a formal authorization to proceed.

(ii) Agent shall submit to BAILLY S.A. the shipping pre-advice and confirmation of pickup with final weight and dimensions within two (2) Business Days of final loading of the Shipment. Please follow strictly the consignment instructions given by our Export/Imports team.

(iii) Agent agrees that any deviation from the Survey and quoted charges or weight must be communicated to BAILLY S.A.in writing for approval. Any additional charge arising from a deviation that has not been approved in advance may be denied by BAILLY S.A.

d) Long term and Storage in Transit

- (i) Arrange secure facilities for permanent and/or temporary storage.
- (ii) For temporary and/or permanent storage, please provide monthly invoicing.

e) Destination Agent Services

The Services listed below must be provided by our agents

- (i) Pre-alerts; BAILLY S.A. will make sure agent has all information prior to arrival of shipment.
- (ii) Agent shall notify BAILLY S.A. in writing if all documents needed are in order before the freight arrival at the Destination Country.
- (iii) Agent to perform all customs clearance procedures according to the destination country's laws and regulations
- (iv) Unless otherwise requested, agent shall prepay port charges on behalf of the Transferee and invoice him directly upon confirmation of the same first.
- (v) Agent shall notify BAILLY S.A. in writing of any duties, taxes or inspection fees for its corresponding approval.
- (vi) Agent shall present back up documentation for any additional charges that have to be paid (duties and taxes, THC, bonded warehouse, etc.).
- (vii) Agent must keep BAILLY S.A. notified in writing of actual customs clearance process.
- (viii) If local customs representatives have inspected the Shipment, Agent shall report to BAILLY S.A. in writing within twenty-four (24) hours.
- (ix) Transport from Airport / Seaport of Arrival.
- (x) Agent shall coordinate transport from the airport/seaport, unless provided by the steamship line.
- (xi) Agent shall 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 has been broken, Agent will notify BAILLY S.A. immediately in writing.
- (xii) As soon as the Shipment is received; agent shall notify BAILLY S.A. in writing.
- (xiii) Agent shall notify BAILLY S.A. in writing of the scheduled delivery date.
- (xiv) Agent shall notify BAILLY S.A. in writing of any delays, damages, or losses to the Goods during the Shipment no more than (2) Business Day of Agent's discovery; such delays, damages or losses will also be noted on the delivery inventory or delivery receipt.
- (xv) Agent shall deliver appropriate shipping documents to the Transferee at time of delivery, including copies of the descriptive inventory.

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(xvi) Transferees declining unpacking services must state and sign on the delivery documents

(xvii) If transferees require reassembly of disassembled items (tables, desk units, shelf units, as examples), that do not require special tools or third party services, this service must be provided by the agent.

(xviii) Un-crating at no additional charges.

(xix) In case any special services are required upon delivery to client's address and unless otherwise instructed by BAILLY S.A., Agent must bill transferee directly for the extra charges.

(xx) Agent shall forward all "Delivery Documents" to BAILLY S.A. within three (3) Business Days of delivery of the Shipment to the Transferee. "Delivery Documents" include the signed inventory, notification of damage or loss, and Agent's invoice.

(xxi) Agent shall offer basic claims assistance to the Transferee and immediately notify BAILLY S.A.

f) Billing Procedures

Agent will submit an invoice to BAILLY S.A. within 15 business days following the completion of services rendered to BAILLY S.A for processing and payment.

FIDI / IAM payment rules will always be considered.

Invoices must be submitted to the address given below:

BAILLY International

Z.I La Prairie

Rue de la Prairie

91140 Villebon-sur-Yvette France

Email : attika.flament@baillydem.com

g) Insurance

Agent must have all corresponding insurance policies required to handle all household goods shipments, including personal injury, liability and completed operations covering bodily injury, personal injury and property damage. Agent is responsible for maintaining limits of All Risk property insurance that is adequate to cover full insurance value of all Shipments.

h) Termination

This Agreement shall be effective as of the Effective Date and shall continue until terminated as provided herein (the "Term"). Either Party may terminate this Agreement, with or without cause, by giving the other Party at least thirty (30) days' prior written notice of termination.

Statement of compliance

I certify that I have read and understood the BAILLY S.A. Service Level Agreement in full, and also that I have read the anti-bribery, anti –corruption and privacy policies.

Signed:

Print name:

Company name:

Position in Company:

Date: