

SERVICE LEVEL AGREEMENT

HERTLING has committed to fulfil FDI/FAIM's demanding compliance and quality demands as well as the regulations of DIN EN ISO 9001. In order to maintain our quality standards, the processed listed below apply equally to our employees as well as contractors and their employees (hereinafter referred to as "Contractors") worldwide.

All actions are in accordance with our applicable standards and provisions for confidentiality and data protection as well as the prevention of bribery and corruption. These provisions, which also apply to this service level agreement, are detailed in separate documents and can be found at www.hertling.com.

By accepting our order you agree to work in compliance with the requirements of the individual order and the requirements of this service level agreement (SLA) as well as the above provisions.

Compliance with the SLA as well as the above provisions is a requirement for cooperation between HERTLING and its Contractors.

Services or additional services not listed in this SLA must be approved in advance by HERTLING in order to receive a claim to payment.

This agreement does not constitute a guarantee for future orders and applies exclusively to each individual concluded order.

1. CONFIDENTIALITY

The Contractor agrees to handle all data provided by HERTLING for the provision of a service with absolute confidentiality and not to transfer this confidential data to third parties or approve its transfer without HERTLING's prior approval. The confidential data provided may only be used for fulfilment of the obligations established by this agreement.

The Contractor agrees not to use the confidential data provided by HERTLING for its own advantage or that of third parties.

The Contractor agrees to protect all confidential information provided by HERTLING at least to the same extent as its own confidential data.

2. DATA PROTECTION

The Contractor is obliged to protect the confidentiality, privacy, integrity and availability of data belonging to HERTLING and its customers.

The use of personal data of the shipper and other natural persons received by the Contractor within the scope of this agreement must occur in accordance with all such data protection laws as are valid and applicable to the order in question, or associated legislation.

3. PREVENTION OF CORRUPTION

The Contractor recognises the ABC agreement's prohibition from directly or indirectly offering, issuing or promising any form of valuable goods (including bribes) to government representatives with the aim of influencing them, reimbursing them for official actions or persuading them to act in a professionally unsuitable manner.

All Contractors are prohibited from accepting or approving payments, gifts or other benefits during the provisions of services on behalf of HERTLING.

All valid laws on prevention of corruption as well as the above provisions on prevention of bribery and corruption must be observed as listed above.

Every party which provides services on behalf of HERTLING must be informed of these requirements.

4. COMMUNICATION BETWEEN CONTRACTORS AND HERTLING

- A particular move coordinator must be provided for every move.
- The Contractor shall only communicate with the customer in so far as it has been instructed to do so by HERTLING. Should the customer contact the Contractor with regards to subjects which go beyond the scope of communication as directed by HERTLING, the latter must be informed immediately.
- Delivery date and time as well as subsequent changes must be shared with HERTLING.

- HERTLING must be informed immediately of all scheduling changes or customer requests relating to the schedule.
- Any possible problems or changes during processing must be communicated to HERTLING immediately.
- Additional orders or changes to the scope of the existing order require written commissioning by HERTLING.
- HERTLING must be informed before delivery of possible additional costs such as demurrage, import duties, load checking etc.
- The Contractor shall ensure that all employees involved in the moving process are made aware of all necessary information about the moving parties as well as the agreed scope of services.
- If the Contractor organises third-party services for HERTLING customers, HERTLING must be informed in advance of the services requested as well as the associated costs. Hertling shall only pay for third-party services if the services was commissioned or released by Hertling.
- All working papers must be sent to HERTLING within 48 hours of delivery (DS) or shipping (OS).

5. COMMUNICATION BETWEEN CONTRACTORS AND CUSTOMERS

- No costs may be discussed with clients/moving parties without HERTLING's approval.
- Deadlines, periods, shipping dates or departures of transport vehicles may not be discussed with the client/moving parties unless HERTLING has expressly approved it.
- The contractor shall notify the client/shipper of the schedule for all work taking place at the customer in so far as these have been established and inform HERTLING accordingly. The Contractor shall contact the client/shipper one day before the planned delivery, in order to inform him/her of the moving team's provisional arrival time.
- The team leader should have a good command of the client's language and/or English. HERTLING must be informed in advance if this is not possible.
- Should the work occur over the course of several days, the same team should be used throughout. The Contractor shall contact HERTLING immediately if this is not possible.
- The Contractor shall guarantee the punctual arrival of the moving team at the customer site. It shall contact the client/shipper if the moving team is more than 15 minutes late and inform HERTLING of this.
- If the client/shipper insists on work which is not professional and is very likely to lead to damages, the client/shipper must sign a declaration beforehand that he shall bear the cost of any damages.
- Upon the team's arrival at the customer site, the team leader shall present the team to the client/shipper and explain the planned order of work as well as the schedule.
- Before the final signing of the work papers and departure from the house, a final round must be carried out with the client/shipper to ensure that the order has been fulfilled in a proper manner and that nothing has been forgotten.

6. DESTINATION SERVICE

- The Contractor must immediately inform HERTLING if the cargo is to be/was checked by customs. In addition, a note must be made (where possible) of which cartons were opened and whether items were confiscated.
- Access and unloading conditions must be checked before the planned delivery date. HERTLING must be informed in advance should these be difficult and leading to complications which may necessitate e.g. a shuttle.
- The Contractor shall inform HERTLING in the event that transshipment into another transport container is necessary before the final delivery.
- Where necessary, routes and floors must be covered with floor protection. Banisters, door frames, wall corners and the like must be correctly covered where required.
- All items must be crossed off the inventory list during unloading; this should only be done by the Contractor's employees.
- If items have not been crossed off the inventory list after conclusion of the delivery, these must be looked for in the unloading area. Missing items must be marked on the inventory list. HERTLING must be immediately informed of items which are listed on the inventory list but which are actually not delivered.
- Where unpacking is part of the service, all boxes must be unpacked and their contents placed on smooth surfaces. The moving team should not dissuade the customer from unpacking, in so far as unpacking belongs to the scope of services.

- All furniture must be unpacked. Reassembly of furniture shall only occur as ordered. The reassembly of beds, which always have to be assembled, should be done on the first day of the delivery.
- Furniture should be placed at the locations indicated by the client/shipper.
- All packaging material and empty boxes must be removed from the client/shipper's house on the day of delivery. The moving team should examine packaging materials before they are brought into the lorry and before disposal, to see if any small parts or similar are still in there.
- The inventory list must be signed by both the client/shipper and the team leader after the delivery has been completed.

7. ORIGIN SERVICE

7.1 General communication

- Requests from Hertling must be answered/processed on the following working day after receipt of the request. If a pre-move survey is requested, the client/shipper must be contacted within the same period.
- HERTLING must be informed immediately of any problems in contacting the client/shipper.
- Limitations on the client/shipper's allowance communicated by HERTLING must be observed. HERTLING must be informed if these are exceeded.
- HERTLING must be informed after loading of the actual volume of cargo. Both the gross weight and external dimensions must be given for airfreight shipments and lift vans.
- The pre-advice as well as a copy of the inventory list and any necessary passport copies must be provided to HERTLING within 48 hours after loading. As soon as the freight documents are available they must be sent to HERTLING. Should the consignment note be required in the original, it must be sent by courier.

7.2 Pre-move survey (PMS)

- After receiving a request for inspection of relocation goods, the client/shipper must be contacted within 24 hours to agree a PMS.
- HERTLING must be notified of the date of the PMS.
- The results of the PMS must contain the following information:
 - Estimated volume of shipment
 - Detailed inventory, including volume
 - Special services required
 - List of items needing to be packed in boxes including dimensions and costs
 - Necessary third-party services and costs
 - Conditions of access to the loading area/clarification as to whether a shuttle is needed
 - Necessity of a no-parking zone
 - Do the relocation goods include a car or motorbike
 - Unusual/special items or conditions
 - Desired moving dates, where known
- HERTLING must be informed immediately after the relocation goods inspection of any items classified by applicable laws as prohibited for shipment.
- HERTLING must be notified of items of particular value (sentimental or material value).
- The means of transport used for the shipment of the cargo may not be discussed with the client unless this is expressly approved by HERTLING.
- HERTLING must be informed of any factory-new goods.
- HERTLING must be informed of any alcoholic drinks, food, medication, weapons, hazardous goods, animals or plants which the client/shipper wants transported.
- The inspection results and the offer for the performance of the services requested at the place of origin must be sent to HERTLING within 24 hours of the inspection appointment.

7.3 Packaging and loading work

- Routes and floors must be covered with floor protection where necessary before packaging and loading work can begin. Banisters, door frames, wall corners and the like must be correctly covered where required.
- Before the final signing of the work papers and departure from the house, a final round must be carried out with the client/shipper to ensure that the order has been fulfilled in a proper manner and that nothing has been forgotten.

7.4 Packaging requirements

- All screws and other small parts must be stowed in separate plastic bags according to the associated packed item in a separate small parts box. The small parts box should be marked as no. 1 on the inventory list and loaded as the last packaging item.
- New boxes should be used for packing.
- All items packed in boxes must be packaged with suitable packaging material. Objects may not be stowed in boxes without being packed or protected with things which are part of the relocation goods e.g. hand towels or bedsheets.
- All furniture and furnishings must be completely and correctly packed.
- Glass doors, glass table tops, marble slabs and similarly sensitive and breakable relocation goods must be marked and packaged in a specially protective manner, in wooden boxes if necessary.
- Adhesive tape must never be applied directly to furniture.
- Pictures and work of art must be packaged correctly, in special art packaging if applicable.
- Carpets and runners must be rolled and may not be folded.
- If parts of the relocation goods from the same household are separated into multiple shipments e.g. storage shipment and overseas shipment, separate inventory lists must be prepared.

7.5 Inventory lists

- The small parts box must be listed at no. 1 in the list and loaded last, so as to be immediately accessible for unloading.
- All inventory lists must be prepared in English.
- The inventory list must indicate the content of the packed item in question.
- The loaded goods may not contain any items packed by the client/shipper ("PBOs").
- All previous damage must be noted in the inventory list.
- Every item must be marked with its inventory number on the outside of the packaging.
- If items are being packed in lift vans, an inventory list must be prepared for every lift van with the packed items contained within it.
- All copies of inventory lists must be easily legible by customs authorities.
- The inventory lists must be signed on each side by the client/shipper and the team leader.

7.6 Lift vans & air freight containers

- All lift vans and air freight containers must be new.
- Wooden materials must be clearly marked with the IPPC logo as proof of heat treatment and must fulfil the ISPM 15 standard.
- Lift vans and air freight containers must be watertight.
- If more than one container is used for loading, a separate inventory list must be prepared for every container/lift van, so that it can be established which packing item is in which transport container.
- HERTLING must be informed of the external dimensions and gross weight of the transport container.

7.7 (Sea) containers

- Containers must be checked for damage and holes before loading and must also be clean, dry and odourless.
- Containers must always be loaded directly at the loading address, unless another arrangement has been agreed with HERTLING.
- The contents of the containers must be secured with partition wall/net and lashing straps where necessary.
- If the container was fumigated at the place of departure, it must be degassed before shipment.
- Containers must be closed with a container seal and the seal's serial number marked on the way bill and passed on to HERTLING.
- After loading, HERTLING must be notified of the remaining loading space.

- As proof of orderly cargo securing, a photo of the container's contents must be taken and sent to HERTLING before the container has been sealed.

7.8 Transport of vehicles/motorbikes

- The fuel tank must be as empty as possible and the vehicle/motorbike thoroughly cleaned before loading.
- No items apart from original plant parts may be stowed or stored in the vehicle/motorbike.
- On loading, a report must be prepared on the vehicle/motorbike's condition showing the vehicle/motorbike's condition and mileage.
- Notify HERTLING as to whether the battery is disconnected.
- The vehicle/motorbike must be correctly secured in the transport container.
- The keys to the vehicle must be attached to the load securing. The exact location of attachment must be marked on the work slip.

8. STORAGE

- Should storage in transit (SIT) of the relocation goods be necessary, HERTLING must be informed of this in advance, along with the reasons and costs incurred. HERTLING shall only bear any storage costs after confirmation by HERTLING.
- All storage items must be correctly packed for storage, if this has not already been done.
- All previous damage observed must be marked on the inventory list.
- Storage containers must be loaded at the loading address where possible.
- If more than one storage container is used, a separate inventory list must be prepared for every container, so that it can be established which packing item is in which container.
- Storage must take place in facilities suited to and secured for the storage of relocation goods.
- Storage shipments may not be sent or released without HERTLING's prior written consent.
- Access to storage items by the client/shipper or third parties is only possible after prior agreement by Hertling. Items may only be removed from or added to the storage items if HERTLING has approved this beforehand in writing.
- Any costs incurred for storage inspection must be passed on to HERTLING beforehand and confirmed by HERTLING in writing. HERTLING shall not bear any costs incurred if it has not provided this confirmation.
- All items removed from or added to storage must be documented in detail on a storage inventory list.

9. CLAIMS

9.1 Household goods

- Previous damage to household goods noticed during packing (OS) or caused during the execution of origin services must be noted on the inventory list. Caused damage must also be documented on the working papers (additionally with photos if possible).
- If damage to household goods is noticed or caused during delivery (DS), it must be documented on the work slips (additionally with photos if possible) and the client/shipper must be informed.

9.2 Public liability damage:

- A sweep of the loading or unloading area must be carried out with the client/shipper on arrival and before the start of work, to state any previous damage.
- Previous damage in/to the building of the loading or unloading area must be documented and passed on to the client/shipper. A previous damage log must be used for the documentation of previous damage.
- HERTLING must be informed of all newly-caused public liability damage. Such damage must without exception be documented on the work papers (additionally with photos if possible).

10. INVOICING

In addition to the usual information for allocation purposes, all invoices must contain the following information as a minimum:

Hertling GmbH & Co. KG
Sophie-Charlotten-Straße 15
14059 Berlin-Charlottenburg
Germany

Telefon: 030 320903-0
Telefax: 030 320903-38
berlin@hertling.com
www.hertling.com

HERTLING
seit 1865



BERLIN · DÜSSELDORF · EBERSWALDE · FRANKFURT/M. · HAMBURG

- . Surname, first name of the client/shipper
- . HERTLING position number
- . Place of delivery (with postcode if possible)
- . Date of delivery