

oleRReLo

G R O U P

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SERVICE LEVEL AGREEMENT



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Operations

Pre Move Survey

- Client to be contacted within 24 hrs. of request.
- Survey date to be confirmed to OlerRelo Group within 24 hrs. of request.
- Surveyor to be wearing proper business attire and be well presented.
- Survey must be punctual. If delayed client and OlerRelo Group to be advised within 30 minutes of survey start time.
- Restricted items list relevant to country to be checked and advice provided to client accordingly.
- Full inventory and cube sheet to be used and made available with survey rates and results within 24 hrs. of survey.
- Results to be split by shipment mode and further divided into origin, freight, and additional services.
- Dimensions of crates to be confirmed to OlerRelo Group with survey results.
- Additional services not approved at time of survey will not be accepted. Any changes must be approved prior to commencement of packing service.
- Parking permits as required.
- Packed volume is not to exceed 10% of surveyed volume.
- OlerRelo Group to be contacted if client wishes to include alcohol within the shipment.

Origin Services

- Crew arrival time and manpower to be confirmed to OlerRelo Group and client within 48 hours of instruction from OlerRelo Group.
- Crew to be well presented in uniform and punctual. Any delays to be reported to OlerRelo Group and client 30 minutes before commencement of services.
- Crew members to remain consistent throughout duration of services.
- Crew leader to identify himself and introduce crew members to the client on arrival.
- Restricted items list relevant to country to be checked and advice provided to client accordingly.
- Formal walk through with crew leader to be conducted prior to commencement of packing.
- Packing process to be explained as necessary along with special requirements.
- Flooring protection to be used at all times.

- New packing materials to be used at all times.
- At least one English speaker (or spoken language of the client) to be part of the crew at all times unless otherwise agreed in order to ensure effective communication with the client.
- Packing must reach minimum density of 6.5 lbs. for ocean / land shipments. This is to be exceeded wherever possible on airfreight shipments.
- Where items have been disassembled at origin, a bits-box must be used and labelled as #1 on inventory and made available at container doors on loading.
- Appropriate packing materials to be used as per item requirements.
- No packing tape to be applied directly to the surface of furniture or personal effects.
- Full export pack with a minimum of 6 ply export wrap of all furniture for sea and air shipments. Bubble blanket or equivalent to be used on intra-European or domestic direct moves. Full export pack required of items to go via store.
- Allowances to be strictly adhered to. Exceptions to be highlighted to OlerRelo Group prior to packing. Clients to be notified when they reach their allowance.
- Weighing scales to be taken to all airfreight shipments and used accordingly.
- New crates to be used in accordance with survey findings. Wood must reach international agreed standards for fumigation and source. All wooden cased must conform to ISPM 15 standards and be stamped with the ISPM markings.
- Any third-party services must be conducted in a professional manner and a 3rd party receipt for all services to be sent to OlerRelo Group.
- Full numbered inventory in English to be compiled and a copy provided to the client with crew leader's and client's signature per mode type.
- Labels to be placed on the outside of packages.
- Final walk through with client to be conducted by crew leader to ensure all items packed and inventoried to client's satisfaction.
- Where shipments are to be split at destination, these are to be labelled, inventoried and loaded in a manner allowing easy separation of goods at destination – for example with a bulkhead in the shipping container.
- Where more than one storage container is used, these must be loaded appropriately according to contents with a separate bingo sheet for each container.
- Shipments are to be ready for transport within 48 hours of pick-up.
- Container must be clean, odour free, with no holes, no debris and dry. Condition report to be completed and photos taken on completion of loading, being made available to OlerRelo Group as soon as possible.
- Shipping containers to be loaded floor-to-ceiling and secured with a bulkhead. Under no circumstances must container be floor loaded.
- Motor vehicles – fuel tank to be as empty as possible. Battery to be disconnected. Car condition report to be completed on receipt of vehicle. Nothing to be loaded inside vehicle. Car to be securely blocked and braced within container.

- C-TPAT / ISO 17712 "H" shipping seals to be used & number provided to OlerRelo Group with shipping documents and listed on B/L.
- All final pack results and costs to be notified to OlerRelo Group within 24 hours of pack completion.
- Any damages caused to the property itself are to be repaired / remedied by agent in a timely manner.
- All airfreight to be loaded to air van tri-walls. Air Pallets and wooden materials must use only materials from approved sources and treatment standards. Where applicable they must also be waterproofed. Under no circumstances must air freights be forwarded loose.
- All LCL shipments to be over-cased in new / like new lift vans of standard dimension conforming to relevant international standards. Lift vans are to be caulked, lined where environment dictates this and stenciled with appropriate markings and banded. All wooden cased must conform to ISPM 15 standards and be stamped with the ISPM markings.
- An inventory must identify the contents of each lift van.
- Routing information to be confirmed within 48 hours for air shipments and 72 hours for sea shipments if not already confirmed in advance.
- Origin agent is responsible for collection and filing of all export documentation.
- Full Waybill / Bill of Lading / AWB, inventory and relevant customs documentation to be provided to OlerRelo Group within 24 hours of airfreight shipment departure and 72 hours for ocean shipments.

Destination Services

- Agent to confirm customs requirements to client and OlerRelo Group within 24 hours of booking confirmation from OlerRelo Group.
- Agent to check all documentation and advise of any amendments needed within 24 hours of receipt.
- Agent to confirm arrival of flight or vessel within 24 hours of ETA. Any delays to be notified to OlerRelo Group.
- Agent is responsible for ensuring all documentation is in place with relevant authorities to ensure timely clearance of shipment into destination country.
- On receipt of Bill of lading, final charges are to be confirmed to OlerRelo Group within 24 hours.
- Client and OlerRelo Group to be given timely updates with customs clearance status.
- Client to be contacted within 24 hours of customs clearance to arrange delivery.

- Any additional services to be advised to OlerRelo Group prior to commencement of services including third party and parking permits.
- Crew members to remain consistent throughout duration of services.
- Crew to be well presented in uniform and punctual. Any delays to be reported to OlerRelo Group and client 30 minutes before commencement of services.
- Crew leader to identify himself and introduce crew members to the client on arrival.
- Formal walk through with crew leader to be conducted prior to commencement of destination services.
- Flooring protection to be used at all times.
- Inventory to be checked off and signed by client.
- Where items are returned to warehouse and offloaded, bingo / check sheets are to be used identifying location of storage container.
- Full unpack, set up and debris removal (and disposed of responsibly) to be completed on all shipments.
- Signed delivery documents and notification of any exceptions / damages to be forwarded to OlerRelo Group within 48 hours of delivery completion.
- Any damages caused to the property itself are to be repaired / remedied by agent in a timely manner.
- Any third-party services must be conducted in a professional manner
- Motor vehicles – condition report to be completed at destination.
- If unpack is not required by client, agent must receive authorization from OlerRelo Group prior to crew leaving residence.
- Where tariffs are in place, invoices must adhere to these accordingly.

Administration

Origin Services

- Survey date to be advised to OlerRelo Group within 24 hours of survey instruction.
- Survey results with full pricing to be advised to OlerRelo Group within 24 of survey. A full, detailed survey list must be provided.
- Final Pack volumes to be advised to OlerRelo Group within 2 working days of pack completion.
- Routing details to be advised within 3 working days of pack completion.

- Actual shipment departure dates to be confirmed to OlerRelo Group within 1 working day of ETD.
- Invoice to be submitted to accounts department (info@olerrelo.com) with a copy to the coordinator
- Invoice must list OlerRelo Group reference number, client surname and container a full breakdown of costs.

Destination Services

- Actual date of arrival to be confirmed to OlerRelo Group within 1 working day of scheduled ETA.
- Customs clearance: Air – to be confirmed within 3 working days of actual arrival date. Sea: within 4 working days of actual arrival date.
- Delivery dates to be confirmed within 2 working days of customs clearance date.
- Final charges (including all extra services) to be confirmed within 2 working days of delivery.
- Delivery results, damages and exceptions to be reported within 2 days of delivery.
- Signed delivery documents to be sent to OlerRelo Group within 2 days of delivery.
- Invoice to be submitted to accounts department info@olerrelo.com with a copy to the coordinator.
- Invoice must list OlerRelo Group reference number, client surname and container a full breakdown of costs.

Anti-Corruption Laws

- I/We certify to abide by the US Foreign Corrupt practices Act and Similar US and non-US Anti-Corruption Laws in the performance of services for Elite Moving Systems Ltd.

Financial Administration

- Invoices must be raised on completion of works and reflect this date
- Invoices must reflect the OlerRelo Group job id /shippers name, mode and volume
- Separate invoice per each mode of shipment, multiple shipments on 1 invoice will not be accepted
- Invoices must reflect a full breakdown of services
- Third party services must be supported with copy invoice receipt

- Invoices must be submitted to OlerRelo Group within 24 hours of date of issue
- Invoices must be sent to info@olerrelo.com with a copy to OlerRelo Group Coordinator
- Statements must be sent to info@olerrelo.com
- Agreed terms, settlement within 90 days of receipt of invoice, compliant with the above

Service Level Agreement

Confirmation

I have read and understood the above statements and agree fully to the terms therein.

Name

Title

Company Name

Date

Signature