

SERVICE LEVEL AGREEMENT (SLA)

MOVING
AND RELOCATION



Bogota, Colombia March 26, 2025

Página 1 de 40

DOCUMENTO CONTROLADO



RG.VT.01 Service Level Agreement (SLA)(V.2)

INTRODUCTION

Service Level Agreement (SLA) Introduction: this document is established by Intramar Shipping S.A.S, with its headquarters located in Bogota, Colombia, at TV 93 # 53-32 Int.80 Parque Empresarial El Dorado, herein referred to as "Intramar." This agreement applies generically to all international agents (herein referred to as "Partner Agent") engaged by Intramar for the provision of moving and relocation services worldwide.

Purpose and Scope: Intramar values the relationships with its global partners and recognizes the Partner Agent as a direct extension of its offices. To ensure efficient and consistent service delivery, Intramar designates partners in specific countries, regions, and/or areas as needed. Under this agreement, all Intramar offices are obliged to utilize the Partner Agent as the designated origin and/or destination agent, as applicable.

Commitment to Service Quality: The Partner Agent agrees to adhere to high-quality service standards. Compliance with these standards is critical to maintain a high level of service for Intramar's clients worldwide.

Standards and Certifications: The Partner Agent acknowledges the necessity to comply with the FIDI-FAIM Plus standards and ISO certifications. This commitment to quality extends to all employees, suppliers, and business agents associated with Intramar.

Internal Communication and Compliance: The Partner

Página 2 de 40

DOCUMENTO CONTROLADO



Agent is responsible for ensuring that all operational employees and crew leaders are fully informed about, and comply with, the terms and conditions of this SLA. The Partner Agent shall provide written confirmation of such communication to Intramar.

Nature of Agreement: It is understood that this SLA outlines the service expectations and does not constitute a commercial contract guaranteeing specific levels of business. This SLA defines the framework within which business transactions may be conducted.

Annual Review: This SLA shall be reviewed annually to ensure relevance and effectiveness. Upon signature, it supersedes any prior SLA agreements between the parties.

Binding Agreement: By signing below, the authorized representative of the Partner Agent certifies understanding, agreement, and commitment to comply with the terms outlined in this SLA and any future revisions. Continued partnership is contingent upon adherence to these terms.

1. POLICIES

1.1 Environmental Policy:

Intramar Shipping S.A.S is committed to sustainable development, adhering to environmental management guidelines, and embracing social responsibility. We are dedicated to the responsible use of natural resources and contributing positively to the social environment. Our efforts are focused on:

Pollution Prevention: We actively work to prevent pollution by implementing strategies for reducing solid waste. This includes initiatives for recycling and reusing materials, as well as employing a packaging line that utilizes reusable materials.

Resource Management: We prioritize the selection and classification of materials to ensure their efficient and environmentally friendly use, thereby minimizing our ecological footprint.

Compliance with Environmental Legislation: Intramar Shipping S.A.S is committed to conducting its services in full compliance with environmental laws and regulations. We adhere to standards set by FAIMplus and NIMF 15, ensuring our operations meet these rigorous guidelines.

Continuous Improvement: We believe in the continuous improvement of our environmental practices. This is achieved through regular training and development of our staff, ensuring they are equipped with the knowledge and skills to uphold our environmental commitments.

Social Responsibility: Social responsibility is an integral part of our business strategy. We are dedicated to enhancing the quality of life for our employees and the community we serve. Our engagement with the community includes active participation in MAC'S (Mutual Assistance Committee) and

collaboration with the 33 Dreams Foundation. Through these partnerships, we promote employee involvement in solidarity practices that benefit the community and its environment.

Our Environmental Policy reflects our dedication to environmental stewardship and social responsibility, ensuring that we operate not just as a business, but as a conscientious member of the global community.

1.2 Quality and Control System Policy

Intramar Shipping S.A.S. is deeply committed to ensuring the utmost satisfaction of our clients. We achieve this by:

Client-Centric Approach: Attentively addressing the specific needs of each client, ensuring a personalized and responsive service experience.

Compliance with Industry Standards: Rigorously adhering to the legal and regulatory requirements of the logistics and transportation industry, reflecting our dedication to professionalism and reliability.

Excellence in Logistics Operations: We maintain the highest quality standards in local and international logistics operations, cargo handling, and the management of entrusted goods. Our focus is on delivering exceptional service quality in every aspect of our operations.

Supply Chain Integrity: Preventing disruptions in the supply chain is a critical aspect of our work. We employ robust risk management systems to identify, assess, and mitigate potential risks, ensuring the smooth and efficient flow of the supply chain.

Strategic Pillars of Our Organization: Our approach to fulfilling these commitments is grounded in the strategic pillars of our organization:

- ✓ **Quality and safety:** Continually strengthen our processes in advising and controlling the supply chain, and managing the identification, control and mitigation of risks that may affect it.
- ✓ **Customized solutions:** Provide comprehensive solutions to all parties interested in the solution, fostering a culture of proactive service, and adapting to the needs and requirements of each of our clients.
- ✓ **Operational sustainability:** Efficiently manage resources and focus on them correctly with the objective of achieving high efficiency in the provision of the service.
- ✓ **Technological vision:** Promote synergies between people and technology aiming to achieve high levels of competitiveness and be at the technological forefront.

Página 6 de 40

DOCUMENTO CONTROLADO



Our Quality and Control System Policy embodies our unwavering commitment to excellence and continual improvement, positioning Intramar Shipping S.A.S. as a leader in quality and reliability in the logistics and transportation sector.

1.3 Data Treatment and Protection Policy

Intramar Shipping S.A.S, in compliance with Statutory Law 1581 of 2012 and Decree 1377 of 2013, which regulate the treatment of personal data in databases, establishes this Data Treatment and Protection Policy. This policy governs the collection, storage, management, and protection of personal data received from clients, employees, providers, and other individuals herein referred to as 'Data Owners'.

Responsible Entity: The responsible entity for the processing of personal data and the management of databases is Intramar Shipping S.A.S, located at:

- TV 93 # 53-32 Int.80 Parque Empresarial el Dorado, Bogotá, Colombia.
- NIT. 860.001.265 - 1
- Email: Intramar@sightlog.com
- Phone: (57 + 1) 746 67 75
- Website: www.Intramar.com.co

Purpose and Use of Personal Data: Intramar Shipping S.A.S uses personal data for:

- Administrative purposes.
- Service development.
- Preparation of statistics and other business-related activities.

We are committed to not collecting unnecessary information and maintaining the confidentiality and security of personal data. The processing of data will be limited to designated employees responsible for database management.

Data Retention: Personal data will be stored digitally indefinitely and in physical form for the duration of the operation and an additional five (5) years as mandated by law.

Rights of Data Owners: Data Owners have rights as outlined in Article 8 of Law 1581 of 2012, including:

- ✓ The right to access, update, and rectify their personal data.
- ✓ Request proof of authorization for data processing.
- ✓ Be informed about the use of their personal data.
- ✓ Submit complaints regarding data processing to the Colombian Superintendence of Industry and Commerce.
- ✓ Revoke authorization or request data deletion in case of non-compliance with legal and constitutional principles.
- ✓ Access personal data free of charge.

Authorization: Data processing by Intramar Shipping S.A.S requires prior, informed consent from Data Owners, unless the data is public. We will implement procedures to collect personal data and inform Data Owners about the purpose of storage, ensuring the ability to verify consent.

Area Responsible for Data Processing: The legal area is responsible for handling requests, queries, and claims regarding data rights. Data Owners can contact us at Intramar@sightlog.com or (+571) 746 67 75.

Employee Compliance: Employees handling personal data must adhere to security, formality, and traceability standards, including:

- ✓ Informing Data Owners about electronic communication methods.
- ✓ Applying security checks for telephone information requests.
- ✓ Formally confirming commitments or agreements via email.

Procedure for Data Owners to Exercise Rights: Data Owners or their representatives can consult personal data by providing necessary information such as names, document type, contact details, and the subject of the inquiry. Responses to consultations will be provided within ten (10) business days, with a possible extension of up to five (5) additional working days if necessary.

Claims for correction, updating, or deletion of data, or reports of law infractions, must include the Data Owner's identification and relevant details. If the claim is incomplete, we will request additional information within five (5) business days of receipt. The claim will be deemed abandoned if not completed within one (1) month. Claims will be addressed within fifteen (15) business days from the receipt, with a possible extension of eight (8) additional business days if necessary.

Policy Modification: Intramar Shipping S.A.S reserves the right to modify this policy. Any changes will be communicated and published. If a modification impacts the purpose of data processing, a new authorization will be sought from Data Owners.

1.4 Anti-Bribery and Anti-Corruption Policy

Intramar Shipping S.A.S is steadfast in its commitment to prevent corruption and fraud in all its manifestations, whether within the organization or through interactions with business partners, directors, and employees. We uphold a strict "ZERO TOLERANCE" policy towards any form of bribery, gift-giving, or other corrupt practices. This policy aligns with our internal policies, protocols, Code of Ethics and Conduct, SARLARF manual, and is in compliance with applicable laws and regulations including the Colombian Penal Code, Circular no. 170 (DIAN – UIAF), as well as international anti-corruption practices such as the Foreign Corrupt Practices Act (FCPA).

Página 10 de 40

DOCUMENTO CONTROLADO



Employee Responsibility:

- Each employee of Intramar Shipping S.A.S is entrusted with the responsibility to adhere to this policy and the regulations.
- Employees are expected to actively prevent, identify, and report any actions or behaviors that contravene our organizational values and this policy.

Implementation and Enforcement:

- Regular training and awareness programs will be conducted to ensure all employees understand their responsibilities under this policy and the consequences of non-compliance.
- A clear reporting mechanism will be established for employees to confidentially report suspected corrupt practices without fear of retaliation.

Oversight and Compliance:

- Our legal and compliance departments are tasked with overseeing the implementation of this policy, ensuring adherence to all relevant laws and ethical standards.
- Regular audits and reviews will be conducted to assess the effectiveness of our anti-bribery and anti-corruption

Página 11 de 40

DOCUMENTO CONTROLADO



measures.

Business Partner Compliance:

- We expect our business partners to share our commitment to anti-corruption and will conduct due diligence to ensure their compliance with these standards.
- Contracts with partners will include clauses obligating them to adhere to similar anti-bribery and anti-corruption principles.

Continuous Improvement:

- We are committed to continually improving our policies and procedures to combat bribery and corruption, adapting to new challenges and changes in the legal environment.

Commitment to Ethical Business Practices:

- Intramar Shipping S.A.S is dedicated to maintaining the highest standards of integrity and ethical business practices, ensuring that all operations are conducted transparently and legally.

2. ETHICAL AND COMPLIANCE STANDARDS POLICY

In the evolving corporate landscape, the emphasis on

Página 12 de 40

DOCUMENTO CONTROLADO



upholding the highest ethical and compliance standards in all business activities has never been greater. At our organization, we recognize and prioritize this imperative.

Scope of the Code: Our organization's Code of Conduct sets forth clear behavioral guidelines that must be adhered to by all individuals contractually linked to our organization, including managers, employees, associates, and contractors. These guidelines are not just recommendations but mandatory parameters integral to our operations and corporate ethos.

Integration with Other Obligations: This code supplements and reinforces the obligations stipulated in our internal work regulations, individual contracts, corporate circulars, and various policies and procedures.

Collaborator Compliance: All direct or indirect collaborators engaged in services related to our international trade operations are expected to act in alignment with our established ethics and conduct rules. This extends to our corporate principles and values, ensuring a consistent and unified approach to ethical business practices.

Foundational Elements: The development of this Code is rooted in a combination of our core values, principles, corporate policies, and external benchmarks including the Universal Declaration of Human Rights, Colombian labor legislation, and relevant international laws and standards.

2.1 Conflicts of interest

Maintaining the highest ethical standards in all business activities is paramount for our organization. As such, the following actions are strictly prohibited due to their potential to create conflicts of interest:

- **Acting Against Organizational or Client Interests:** Engaging in any action that unjustifiably harms the interests of our organization and/or our clients is unacceptable.
- **Legal Non-Compliance:** Making decisions or taking actions that contradict legal provisions, instructions from regulatory authorities, or internal organizational norms is prohibited. This includes suggesting or establishing business relationships with entities suspected of deriving resources from illicit activities, or where comprehensive knowledge about them is lacking.
- **Withholding Information:** Deliberately delaying or holding back information required by judicial or administrative authorities is a breach of our ethical standards.
- **Acquisition of Illegally Sourced Goods:** Acquiring goods of dubious origin, including those from smuggling or other criminal activities, is strictly forbidden.

- **Client Favoritism:** Favoring a client at the expense of the organization's interests is not permitted.
- **Dual Representation:** Acting simultaneously as a collaborator of our organization and as a representative of a client in contractual matters is a conflict of interest and is therefore prohibited.
- **Exceeding Authority for Fraudulent Purposes:** Overstepping one's designated role or authority, even if purportedly for the benefit of the organization, especially in a fraudulent manner, is strictly against our policy.

2.2 Confidential information management

Executives, administrators, and collaborators must:

- Refrain from revealing or submitting unauthorized information about the company and/or its clients.
- Refrain from disclosing information in order to use it for their own benefit or that of a third party.
- Not divulge any sensitive information at the workplace, at home, in social events or in public places, avoiding comments that may harm Intramar Shipping S.A.S, or its managers, administrators, collaborators or associates.

- Keep secret all the passwords and/or access codes entrusted to them for the development of their functions.
- Abstain from opening and reading confidential correspondence or communications that are not addressed to them.
- Report any criminal acts to the judicial authorities and provide the information that is required by competent entities. In any case, the directly involved ones should not be informed about the ongoing investigations. Intramar Shipping S.A.S and its employees must not disclose information to persons who have carried out or attempted to carry out suspicious operations, or the fact that they have informed the Financial Information and Analysis Unit (UIAF).

2.3 Receipt of gifts and other bribe-like incentives

At Intramar Shipping S.A.S, the confidentiality and security of proprietary and client information are of utmost importance. Executives, administrators, and collaborators are required to adhere to the following guidelines to ensure the integrity and confidentiality of this information:

- **Unauthorized Disclosure:** All personnel must refrain from revealing or disseminating any company or client information without proper authorization.

- **Personal Gain Prohibition:** Using confidential information for personal benefit or the benefit of third parties is strictly prohibited.
- **Discretion in All Settings:** Sensitive information must not be discussed or disclosed in any setting, including the workplace, home, social events, or public areas. This includes avoiding conversations that could potentially harm Intramar Shipping S.A.S, its managers, administrators, collaborators, or associates.
- **Security of Access Credentials:** All passwords and access codes entrusted to employees for their professional duties must be kept confidential and secure.
- **Respect for Privacy:** Employees must abstain from accessing or reading confidential correspondence or communications not directed to them.
- **Reporting Obligations:** Any criminal act must be reported to the judicial authorities. Employees must provide information as required by competent entities. However, individuals directly involved should not be informed about ongoing investigations. Intramar Shipping S.A.S and its employees are also prohibited from disclosing information to individuals involved in suspicious operations or the fact that such information has been reported to the Financial Information and Analysis Unit (UIAF).

2.4 Prudence in risk control

At Intramar Shipping S.A.S, fostering a culture of risk awareness and management is essential. Our collaborators are expected to actively contribute to this culture by:

- **Active Risk Identification:** Remain vigilant in everyday activities to identify potential risks. This includes assessing the possible hazards and negative outcomes associated with various events or actions.
- **Behavioral Adaptation:** Once risks are identified, collaborators must adjust their behavior accordingly to prevent, mitigate, and manage potential damage, harms, and losses. This proactive approach is crucial in maintaining the integrity and safety of our operations.
- **Formal and Effective Communication:** Reporting and communicating information related to risk sources must be done formally and effectively. This ensures that risk-related information is accurately conveyed and addressed in a timely manner.
- **Prudent Attitude:** All members of the organization are required to demonstrate prudence and caution regarding risk management and compliance with rules and regulations. This prudent approach is vital for ensuring the safe operation of the organization and safeguarding the continuity of its activities.

2.5 Responsible management of the company's image and reputation

At Intramar Shipping S.A.S, maintaining a positive and reputable company image is a collective responsibility. Our collaborators play a critical role in this endeavor and are expected to:

- **Awareness of Impact:** Be constantly aware of how their actions and behaviors could potentially impact the organization's reputation. This includes understanding the implications of both professional and personal conduct in relation to the company's public image.
- **Proactive Practices:** Engage in practices that involve the identification, prevention, mitigation, and control of reputational risks. This means being vigilant about potential risks and taking steps to avoid or address them effectively.
- **Rapid Response:** In the event of a reputational risk becoming apparent, swiftly implement measures to mitigate any negative impact. This may involve coordinating with relevant departments, such as public relations or legal, to manage the situation appropriately.

2.6 Permanent collaboration with authorities

Intramar Shipping S.A.S is committed to upholding a steadfast and proactive relationship with administrative and judicial

authorities, in accordance with Colombian and international law. This commitment is critical to ensuring our operations align with legal and regulatory standards. Our responsibilities include:

- **Timely and Efficient Cooperation:** We ensure prompt, sufficient, and efficient collaboration with the relevant authorities. This approach facilitates compliance with legal directives and contributes to the smooth functioning of regulatory processes.
- **Regular Information Sharing:** A key aspect of our cooperation involves the periodic or sporadic submission of information to competent regulatory entities. This includes maintaining accurate records and ensuring timely reporting as required by law.
- **Adherence to Legal Obligations:** Our collaboration extends to all functions assigned to us under Colombian and international law. We recognize the importance of these obligations in maintaining legal compliance and supporting the rule of law.
- **Training and Awareness:** To facilitate this ongoing collaboration, we provide regular training to our employees, ensuring they are aware of and understand our legal obligations and the importance of cooperation with authorities

2.7 Anti-money laundering and counter terrorism financing practice

Intramar Shipping S.A.S is deeply committed to the prevention and control of money laundering and terrorism financing. To uphold these standards, we require our pertinent staff members to be well-informed and diligent in implementing key processes. These include:

- **Client and Third-Party Due Diligence:** Conducting thorough due diligence on clients and third parties to understand their financial dealings and mitigate any risks associated with money laundering or terrorism financing.
- **Market Due Diligence:** Engaging in comprehensive market analysis to identify and assess risks in the broader market context.
- **Suspicious Transactions Reporting:** Maintaining vigilance in identifying and reporting any transactions that appear suspicious. This is a critical step in disrupting potential money laundering or terrorism financing activities.
- **Document Preservation:** Ensuring the accurate and secure preservation of all relevant documents as per legal and regulatory requirements. This facilitates accountability and transparency in financial transactions.

- **Timely Reporting and Compliance:** Committing to timely reporting of any incidents related to money laundering or terrorism financing to relevant authorities, such as the Financial Information and Analysis Unit (UIAF). We rigorously adhere to the guidelines and directives issued by these authorities.

2.8 Care for life, health, and integrity

At Intramar Shipping S.A.S, the safety, health, and well-being of our employees, clients, and partners are of paramount importance. We are committed to fostering a work environment that prioritizes these values in every aspect of our operations. To this end:

- **Compliance with Established Practices:** All employees are required to strictly adhere to the health and safety practices and procedures established by Intramar. This includes following guidelines designed to protect their physical well-being and integrity in the workplace.
- **Proactive Risk Management:** We proactively identify and mitigate any potential hazards that could impact the health and safety of individuals in our work environment. This involves regular risk assessments and updates to our health and safety protocols.
- **Training and Awareness:** Regular training sessions are

conducted to ensure that all employees are aware of the best practices for health and safety. This training is integral to maintaining a safe work environment and is updated regularly to reflect any new standards or procedures.

- **Continuous Improvement:** We are dedicated to the continuous improvement of our health and safety practices. We encourage feedback from our employees on how these practices can be enhanced and remain open to implementing innovative measures to further improve workplace safety.

2.9 Caring for the organization's assets

At Intramar Shipping S.A.S, we recognize the importance of responsibly managing and safeguarding the assets entrusted to our care. Whether these assets are owned by Intramar or are under our stewardship, the following principles apply:

- **Designated Use:** All assets should be used solely for the purposes for which they have been assigned. This ensures that resources are utilized efficiently and effectively, in line with organizational objectives.
- **Maintenance and Care:** It is the responsibility of every employee to take care of these assets. Proper maintenance should be conducted regularly to prevent deterioration and prolong their useful life.

- **Preventing Loss or Misuse:** Vigilant measures must be implemented to avoid loss, theft, or improper use of the organization's assets. This includes adhering to security protocols and reporting any suspicious activities or concerns regarding asset misuse.
- **Responsibility and Accountability:** Employees are expected to exercise good judgment and responsibility in the handling and use of company assets. Mismanagement or misuse of these assets is subject to disciplinary action in accordance with company policies.

2.10 Corruption and Bribery Prevention.

Intramar Shipping S.A.S is committed to conducting business with the highest legal, moral, and ethical standards. We have a zero-tolerance policy towards bribery and corruption, whether in offering or receiving bribes.

This policy applies to all collaborators and partners of our organization and is guided by several laws and international statutes.

Guidelines for Prevention and Control:

- **Prohibition of Bribery:** No involvement in any form of bribery, either directly or through third parties, is permitted.
- **Improper Payments:** Do not offer, make, or authorize any improper payments (cash or otherwise) to anyone, including any local or foreign officials.

- **Inducement of Illegal Actions:** Refrain from attempting to induce individuals or officials to act illegally or improperly.
- **Gifts and Hospitality:** Do not offer or accept gifts, bribes, or commissions linked to acquiring business or awarding a contract. This includes avoiding gifts or hospitality to public employees or officials where there could be an expectation of a return favor.
- **Facilitation Payments:** Avoid making payments to obtain services or levels of service that are not rightfully entitled.
- **Reporting Obligations:** Report any suspicions or knowledge of improper payments or inducements to competent authorities without delay.
- **Compliance with Laws and Regulations:** Assist in preventing violations of applicable laws and regulations.
- **Competitive Conduct:** Avoid participating in economic cartel behaviors or anticompetitive business conduct. Report any such behavior via internal procedures to the legal department and relevant Anti-Trust authorities.
- **Communication and Documentation:** Ensure all correspondence and public statements are clear and cannot be misinterpreted in the context of Anti-Trust investigations.
- **Independent Judgment:** Maintain independent judgment in pricing and sale decisions.
- **Limit Information Sharing:** During business negotiations,

limit information shared with competitors or third parties to what is strictly necessary.

3. SERVICE COMPLIANCE

Intramar Shipping S.A.S specializes in international moves, a process requiring specific skills and coordination across various agents and entities. Our expertise encompasses the complexities of international relocation, involving agents abroad, shipping companies, customs agents, and government entities. Familiarity with Colombian regulations and global standards enables us to effectively manage all necessary procedures.

Combining Colombian efficiency with Swiss precision, we offer comprehensive logistics solutions in commercial cargo, international removals, and complementary services. To uphold our high standards, we mandate that all service providers acting on our behalf adhere to both local and international laws applicable to their operations and ours. This includes:

- **Certification and Licensing:** Maintaining relevant business certifications and licenses.
- **Insurance Requirements:** Holding valid business insurances, including Buildings, Public Liability, Employers Liability, and Fleet Insurance, with adequate coverage.
- **Health and Safety Compliance:** Adhering to local Health and Safety regulations and ensuring regular staff training.

- **Regulatory Adherence:** Ensuring fleet, crew, and staff compliance with local and international regulatory requirements.
- **Industry Standards:** Upholding industry standards in all operations.
- **Proactive Support:** Offering proactive and unconditional support to clients.
- **Customized Solutions:** Providing individual solutions with a multicultural understanding.
- **Integrity in Client Relations:** Maintaining honest relations with clients.
- **Respect for People and the Environment:** Demonstrating respect for human beings and the environment.
- **Human Resource Development:** Committing to the ongoing development of human resources.

3.1 Service at origin

As agents for Intramar Shipping S.A.S, the following procedures are to be adhered to:

- ✓ **Survey Scheduling and Communication:**
 - Contact the client within one business day upon receiving a survey request.
 - Schedule the visit and inform both the client and Intramar Shipping S.A.S of the date via email.

Página 27 de 40

DOCUMENTO CONTROLADO



✓ **Survey Details and Offer Submission:**

- Send the survey details and service offer via email within one business day of the survey.
- The offer should include the origin service rate and any additional charges (handling of fragile items, heavy items, special item dismounting, shuttle service).
- Provide details such as volume, container size, transit time, list of special items, crates quantity, packing dates, and any other relevant information.

✓ **Accuracy and Information Disclosure:**

- Ensure a 10% degree of accuracy in all pre-move surveys.
- Do not discuss transit time or sailing information with the client unless authorized by Intramar Shipping S.A.S.

✓ **Booking Confirmation and Scheduling:**

- Intramar Shipping S.A.S will confirm the booking via email.
- Confirm the move schedule, including packing and loading crew arrival times and expected completion of packing and loading.

✓ **Crew Introduction and Procedure:**

- The crew leader must introduce themselves and the crew upon arrival and adhere to the scheduled time.

- Ensure the shipment contains only non-commercial household items, including furniture and electrical appliances. Record details like model, brand, and serial number for electrical items.
- The crew must verify that there are no restricted or prohibited items in the shipment, according to Colombian law and customs regulations.

Communication with Transferee:

- Advise the transferee and Intramar Shipping S.A.S of the crew's estimated arrival time, ID, and names.
- Inform how long the packing and loading activities will take.

Packing and Material Standards:

- Use clean packing materials that adequately protect items from damage.
- Inspect each item before packing to verify its condition.

Changes in Volume and Costs:

- Any changes in volume or costs must be communicated in a timely fashion and approved by Intramar Shipping S.A.S before proceeding.
- Any extra costs that are not previously approved by Intramar Shipping S.A.S. will be paid.

Packing List Requirements:

- The packing list should be in a digital format, dated, and signed by the customer or their representative and the crew leader.
- Ensure the transferee's signature and date on all packing list pages.

Vehicle Handling:

- Store only original factory equipment inside vehicles.
- Complete a vehicle condition report at origin, signed by the transferee and foreman.
- Ensure vehicles are securely blocked and braced in the container.

Container and Vehicle Inspection:

- Confirm that all containers and vehicles are suitable for loading and free from damage or security breaches before loading.

Final Confirmation before Dispatch:

- Confirm the final volume, weight, pieces, container and seal numbers, BL or Airwaybill, tracking number, crate dimensions Estimated Time of departure (ETD) and Estimated Time of Arrival (ETA) to Intramar Shipping S.A.S.
- Do not dispatch the shipment until receiving clearance (Green

Light) from Intramar Shipping S.A.S.

3.2 Service at destination

Intramar Shipping S.A.S closely manages the destination phase of international moves through our partner agents. The following procedures must be adhered to:

Booking Confirmation and Service Availability:

- Intramar Shipping S.A.S will confirm the booking and approval offer via email.
- Our partner agent must confirm their availability to provide the service.

Customs Clearance Communication:

- Inform Intramar Shipping S.A.S of the expected customs clearance date. Any delays must be promptly communicated along with a revised expected date.
- Share with Intramar Shipping S.A.S the consignment instructions once received the approval of the commercial offer.

Document Assistance:

- Our partner agent is responsible for assisting Intramar Shipping S.A.S and the transferee with all necessary

Página 31 de 40

DOCUMENTO CONTROLADO

documentation.

Unloading, Delivery and Unpacking Scheduling:

- Notify Intramar Shipping S.A.S and the transferee of the scheduled unloading and delivery dates at the transferee's residence.
- Unpacking cannot be performed if the transferee or transferee's representative is not present during the activity.
- Notify Intramar Shipping S.A.S of any boxes that were not unpacked by the agent's crew.

Crew Competence and Introduction:

- Ensure the delivery crew meets international moving standards.
- The crew leader must introduce themselves and the crew upon arrival, adhering to the scheduled time.

Estimated Arrival Time Notification:

- Advise both the transferee and Intramar Shipping S.A.S of the crew's estimated arrival time, including ID and full names.
- Inform how long the unloading and unpacking activities will take.

Página 32 de 40

DOCUMENTO CONTROLADO



Unpacking Process and Damage Reporting:

- During unpacking, verify each item against the packing list and promptly report any damages, missing items, or other issues within 24 hours of delivery.

Vehicle Condition Report:

- If a vehicle is included in the shipment, report its condition through a delivery report and photographs.

Storage Compliance:

- If storage is required, ensure that the warehouse meets necessary climate and security standards.

Accessorial Services:

- If additional services are needed for a safe and efficient process, inform Intramar Shipping S.A.S to request authorization from the transferee or account. Approval of special services must be obtained before proceeding.
- Any extra costs that are not previously approved by Intramar Shipping S.A.S. will be paid.

Post-Delivery Clean-Up:

- After delivery, the crew must remove all leftover materials and

debris once unpacking is completed.

3.3 Storage services

When storage services are required or needed, the following guidelines must be followed to ensure the safety and integrity of the goods:

Warehouse Standards Compliance:

- It is imperative to ensure that the storage facility meets appropriate climate control and security standards. This is crucial for the preservation and protection of stored goods.

Condition Documentation:

- Carefully document the condition of the goods both upon their entrance into and exit from the storage facility. This record is essential for monitoring the integrity of the goods and identifying any potential issues.

Notification of Changes:

- In the event of any changes in volume, weight, conditions, or rates, these must be immediately communicated to Intramar Shipping S.A.S. via email. This ensures we can provide timely approval or further instructions as necessary.

3.4 Insurance

Intramar Shipping S.A.S places high importance on the effective management of insurance claims for our transferees. To ensure smooth handling of any potential claims, the following guidelines must be adhered to:

Timely Notification of Damage or Loss:

- While transferees have a specific timeframe offered by the insurance company from the delivery date to initiate a claim, it is imperative to notify Intramar Shipping S.A.S immediately if any damage or loss is observed during or after delivery.

Documentation on Delivery Inventory List:

- In cases where some goods remain unpacked at the time of delivery, a specific remark indicating this should be added to the delivery inventory list. This is important for accurate record-keeping and potential future claims.
- Items that are damaged must be photographed and the evidence should be sent to Intramar Shipping S.A.S. within the next 24 hours.

Assistance in Claim Settlement:

- Intramar Shipping S.A.S may request the assistance of the partner agent in settling claims. This can include providing additional information, facilitating inspections, or other relevant support to expedite the claims process.

3.5 Billing

Intramar Shipping S.A.S streamlines its billing processes through electronic means for efficiency and promptness. Adhering to the following billing procedures is crucial:

Electronic Invoice Submission:

- Preferred submission of invoices is electronically.
- Please email invoices to compras.intramar@sightlog.com
- Invoices should be addressed to INTRAMAR SHIPPING S.A.S, TV 93 # 53-32 Int.80 Parque Empresarial El Dorado.

Timely Submission of Supporting Documents:

- Ensure all necessary supporting documents accompany the invoice.
- Delays in submitting the required documentation may lead to a delay in payment.

Payment Terms:

- Intramar Shipping S.A.S adheres to the agreed terms of payment for all invoices.

Invoice Timing and Details:

- Issue invoices within thirty (30) calendar days following the completion of services.
- Each invoice must include:

- The correct and complete name of our company.
- A detailed cost breakdown of all applicable charges.
- A reference number for tracking and record-keeping.
- The transferee's name.
- The service provider's name, corporate address, and email.
- Supporting documents from third party services.

4. CUSTOMER EXPERIENCE AND SATISFACTION

At Intramar Shipping S.A.S, customer satisfaction is paramount, and we actively seek feedback to continuously enhance our services. Our commitment to exceptional service is reinforced by our dedicated Customer Experience Team, which plays a crucial role in this process.

Customer Experience Team:

- ✓ This specialized unit assigns a team responsible for maintaining effective communication with clients throughout the service process.
- ✓ The team's primary objective is to ensure customer satisfaction by addressing concerns, gathering feedback, and facilitating a smooth experience.

Importance of Feedback:

- ✓ Customer feedback is a vital tool for measuring satisfaction and the success of our service quality.
- ✓ Regularly gathering and analyzing feedback helps us understand customer expectations, identify areas for improvement, and learn from any mistakes.

Utilizing Feedback for Improvement:

- ✓ We value both positive and negative feedback, as each provides insights that guide our continuous improvement efforts.
- ✓ Sharing this feedback across all teams involved in the process is essential for collective growth and addressing any issues efficiently.

Feedback Mechanisms:

- ✓ Our Customer Experience Team utilizes various methods to collect feedback, including packing and delivery reports, which provide insights into the performance of our staff and crew.
- ✓ The final customer satisfaction survey further helps us evaluate aspects of our partners' involvement in moves and maintain up-to-date performance scores.

5. COMMITMENT TO EXCELLENCE

By signing this document, you acknowledge your understanding and agreement to uphold the principles of customer satisfaction as outlined here, contributing to our culture of excellence in customer service.

Name: _____

Position: _____

Company Name: _____

Stamp & Signature: _____

Date Signed: _____

ORIGINAL FIRMADO

Nicolás Gärtner Cala
Manager of Strategy
CC. 1.019.039.878

Página 39 de 40

DOCUMENTO CONTROLADO



Control de cambios.

Versión revisada	Descripción de la modificación o anulación <i>(incluya la fuente que origina el cambio)</i>	Versión vigente	Fecha de aprobación.	Fecha de vigencia.
-	Se codifica documento incluyéndolo dentro de documentos especiales del grupo Sightlog.	1	30/01/2024	30/01/2026
1	Se actualizan direcciones, correos electrónicos, membrete, cargos. Se hace revisión general y correcciones.	2	26/03/2025	26/03/2027

Control de revisión y aprobación.

Nombre	Cargo	Firma	Fecha de firma
Nicolás Gärtner Cala	STRATEGIC MANAGER	ORIGINAL FIRMADO Nicolás Gärtner Cala	26/03/2025