

SERVICE LEVEL AGREEMENT – SLA

This agreement is made between our partner agent and **Intramar Shipping S.A.S**, located at Diagonal 47 # 77b-09 Int. 5, Bogota, Colombia. We value enormously the working relationships with our partners throughout the world. Our partner agent is a direct extension of our offices.

Therefore, it is our firm intention to designate partners in each country, region and /or area, as the situation may require. **Intramar Shipping S.A.S** will be requested to use the identified partners in each location as the origin and /or destination agent, depending on the type and modality of the operation.

To ensure consistency in the delivery of world-class services for **Intramar Shipping S.A.S** transferees around the world, the compliance of the policies and procedures hereby specified are required by all our partners during service delivery.

We welcome you as a service partner and we look forward to a long-lasting relationship with you.

By signing below, you certify and acknowledge, on behalf of our partner agent, that you have read, understood and agreed to comply with the policies and procedures contained in this agreement and any revision thereto, that you are bound by the provisions contained therein, and that your continued relationship is contingent upon adherence to the policies and procedures.

Please ensure all information included in this agreement has been discussed with all operational employees and crew leaders.

Intramar Shipping S.A.S hereby confirms and agrees to the compliance and top-quality requirements for **FIDI-FAIMPlus** and for **ISO certifications**. In order to fulfill



its quality standards, **Intramar Shipping S.A.S** has developed policies that apply to our collaborators, suppliers and worldwide business agents and partners.

In this document, we describe our policies and expectations regarding the totality of agents and partners that provide any type of services to **Intramar Shipping S.A.S**. This agreement is not part of a commercial contract between parties or guarantees any levels of service.

This SLA will be validated with your signature and replace existing SLA agreements. It shall be reviewed annually.

Bogota, Colombia May 27th, 2020



1. POLICIES

1.1 Environment Policy:

Intramar Shipping S.A.S., is a conscious organization and an active promoter of sustainable development, acting under parameters of environmental management and social responsibility in the use of natural resources and for the progress of society. The company strives to mitigate pollution by implementing guidelines for reducing solid waste (garbage), and by recycling and reusing materials. There is even a line of products and packaging that utilizes reusable material (Green Boxes). Additionally, it applies methods of selection and classification of materials aiming for their correct and optimal use, thus minimizing the ecological impact.

Intramar Group is strongly committed and constantly working to develop its business units and services with an ecological awareness. Of course, it strictly complies with the applicable environmental legislation, as well as with other standards to which the companies subscribe, such as FAIMplus and NIMF-15. The guidelines for recycling, protection of the flora and fauna and the conservation of the planet earth are a fundamental part of the corporate plans for continuous improvement and the training of the organization's collaborators.

In the same way, **Intramar** considers social responsibility as an integral part of its business strategy and, to do so, it ensures the well-being of its members, allies and associates. The company plays an important role in the CAM (Mutual Aid Committee in Spanish) of its neighboring community and actively contributes to the Foundation *33 Sueños*, fostering the participation of its collaborators in solidarity practices with the community and taking care of the environment.



1.2 Quality Control and Safety System Policy:

Intramar Shipping S.A.S., is an organization committed to the satisfaction of its clients, by seeking to meet all their needs and requirements, as well as by complying with the legal regulations applicable to the wide range of products and services offered. There is an absolute focus and emphasis on achieving the highest quality in the local, national and international logistics operation, in the handling of goods and cargo, and in the prevention of any kind of events that could interrupt the optimal flow of the Supply Chain.

The company implements quality management systems (**ISO 9001-2015 BUREAU VERITAS**), risk management systems for the prevention of money laundering (**SARLAFT**), and other complementary certified systems. For example, **Intramar** obtains the annual international **FAIMPlus** certification for the international moving industry. To obtain this international standard, the company is periodically audited by **FIDI** regarding its operations, documents and procedures, in which this renowned association assesses all these elements, considering strict compliance parameters. Another example is the logistics operation of the pharmaceutical line, which has the sanitary and quality authorizations granted by the district and national regulatory agencies, as well as meeting the high standards and expectations of multinational clients.

Quality and Safety are two of the four corporate pillars: **(1) Quality** in delivering our service, **(2) Safety** in all our activities, **(3) V.I.P** treatment to our clients and **(4) Operational Sustainability** (efficiency plus effectiveness).



1.3 Data Treatment and Protection Policy

In compliance with the statutory law 1581 of 2012 and the decree 1377 of 2013, which regulate the treatment of personal data information contained in databases. Intramar Shipping S.A.S, establishes the Data Treatment and Protection Policy for the protection of personal data, which regulates the collection, storage, management and protection of information that is received from clients, employees, providers and other people, called Owners of the information.

The legal person responsible for the processing of personal data and the database in which they are located, is Intramar Shipping S.A.S, with its main address in the city of Bogotá, Colombia.

- Diagonal 47 No.77B-09 Interior 5.
- NIT. 860.001.265 - 1
- Email: intramar@intramar.com.co
- PBX: (57 + 1) 746 67 75
- Website: www.intramar.com.co

Treatment and purpose of personal data

Intramar Shipping S.A.S, uses the personal information that the Owners provide for administration purposes, to develop its services, and to prepare statistics, among others related to the business activities of the organization.

Intramar Shipping S.A.S, commits to not collect unnecessary information and to maintain the confidentiality and security of it. The processing of the data will be assigned to specific employees of the departments in charge of the databases.

The data will be kept safe indefinitely in digital format, and physical information during the time required by the operation, and for five (5) more years by law.



Rights of the Owners

According to the eighth article of the law 1581 of 2012, the Owners of the information have the following rights:

- To know, update and rectify their personal data upon request to those responsible for the treatment of their information. This right may be exercised, among others, to correct partial, inaccurate, incomplete, fractioned or misleading data, or those whose treatment is expressly prohibited or has not been authorized.
- To request proof of the authorization granted to the data administrator, except when this is explicitly excepted by article 10 of this law.
- To be informed upon request to the administrator of the information, what use has the organization given to his/her personal data.
- To submit to the Colombian Superintendence of Industry and Commerce any complaints about infractions of the provisions of this law and the other norms that modify, add or complement it.
- To revoke the authorization and /or request the deletion of the data when the treatment does not respect the principles, rights and constitutional and legal guarantees. The revocation and / or suppression will proceed when the Superintendence of Industry and Commerce has determined that in the treatment the person in charge or charge has incurred in conducts contrary to this law and the Constitution.
- To access free of charge to your personal data that have been processed.



Authorization

The processing of personal data by Intramar Shipping S.A.S, implies a prior and informed authorization by the Owner unless the data is public. Therefore, Intramar Shipping S.A.S, will adopt a procedure to request the collection of personal data and will inform the purposes for which they will be stored, guaranteeing the possibility of verifying the granting of said authorization. The authorization may be given verbally, by letter or by means that will guarantee its subsequent consultation.

The Owner commits to provide true, accurate, authentic and up-to-date information, and is responsible for its content and the damages it could cause to Intramar Shipping S.A.S, or to third parties. The Owner must attempt to keep the information updated.

Area responsible for the processing of personal data

The legal area will be the area in charge of handling requests, queries and claims before which the Owner of the information may exercise its rights and therefore consult, update, modify, rectify, correct or delete its information at any time. For this purpose, the Owner must send an email to intramar@intramar.com.co; or call the following landline: (57 + 1) 7 46 6775.

Intramar employees responsible for managing the personal data of the Owners must abide by the following rules for safety, formality and traceability of the operation:

- a. To inform from the first contact, that all information exchange should be made by electronic means (personal or corporate mail).



- b. A security test will be applied to any information request by telephone to ensure the veracity of the request and the authorization of the one who requests it.
- c. After a telephone conversation any commitment, agreement or responsibility will be formally informed to the Owners registered personal or corporate mail.

Intramar ensures the transparency of its employees through security filters before and during their hiring process, which allows us it to provide a reliable operation in the administration and management of the personal data of the Owners.

Procedure for holders of information to exercise their rights

The Owner or his/her authorized representative may consult the personal information of the Owner that rests in any of the organizations databases.

To this end, the above persons must prove the following information:

- First and last names
- Accredited the quality in which it acts
- Type of document
- Telephone
- Email
- City
- Subject

The consultation will be responded within a maximum term of ten (10) business days counting from the its date of receipt. When it is not possible to reply the consultation within the term, the interested party will be informed, stating the



reasons for the delay as well as the date on which the consultation will be responded. The latter will in no case exceed five (5) working days after the expiration of the first term.

If the Owner or his/her successors or representative claims that the information contained in a database should be subject to correction, updating or deletion, or when it reports an infraction of the law, he/she may submit a request containing the following information:

- Identification of the Owner or its successor/representative
- The description of the facts that give rise to the claim
- The address
- The documents related to the required amendment.

If the claim is incomplete, the interested party will be contacted within five (5) business days following the receipt of the claim to correct the faults. If after one (1) month from the date of the request, the requester does not submit the required information, it will be understood that the claim has been abandoned.

The maximum term to attend the claim will be fifteen (15) business days counting from the day following the date of receipt. When it is not possible to reply to the claim within aforesaid term, the requester will be informed of the reasons for the delay and the date on which the claim will be handled. The latter cannot exceed eight (8) business days following the expiration of the first term.

Intramar Shipping S.A.S, reserves the right to modify this policy at any time and any modification will be informed and published. If applicable, a new authorization will be requested when the change refers to the purpose of the treatment



3. SERVICE COMPLIANCE

International moves require a series of specific skills and competences, each of which **Intramar Shipping S.A.S** masters, as the company has built upon them along several years. In the development of its services the organization coordinates complex logistics operations where different actors and entities participate. Such actors include international agents, transport companies (air, sea and inland freight), customs brokers, insurance companies, materials suppliers and governmental agencies, among others. Furthermore, **Intramar's** teams has profound and exhaustive knowledge of Colombian regulations and specificities, which allows the organization to provide expert consultancy and comprehensive logistics.

The synergy of the company's resources and human capital facilitates a service scope with global reach and coverage of commercial cargo, international removals, and complementary services. The latter means that **Intramar** possesses the ability to greatly power other businesses' International Supply Chains, with first-class quality. For this very reason, we require all service providers acting on our behalf do so in compliance with the local and international laws applying to their business and our own. That means:

- Obtaining and maintaining relevant business certifications.
- Holding valid commercial insurance policies with appropriate levels of coverage (these should include, but are not limited to, Commercial General Liabilities, Errors & Omissions, Commercial Property, Marine Cargo, Civil Liability, Pilferage/theft and accident, etc.).
- Complying with local Occupational Health and Safety regulations and ensuring regular training of staff.



- Ensuring compliance with local and international customs, taxes and tariffs regulatory requirements.
- Comply with industry standards and good practices.
- Proactivity and unconditional support.
- Customized solutions and multicultural understanding.
- Honesty and transparency with clients.
- Respect for human rights and environmental policies.

3.1 Origin services procedure

You commit to act as origin agent for **Intramar Shipping S.A.S** in the development of the following tasks:

- Once a removals survey request is received, you shall contact the client on behalf of **Intramar Shipping S.A.S** and schedule the visit within one business day. The date should be informed to the client as well as to us by email.
- You shall send us the quotation and survey's details by email within one business day from the day of the survey. The quotation must include the origin service rate/fees and an estimation of the potential additional charges, such as: handling of fragile items, charges for outsized and/or heavy items, dismounting of special items, shuttle services, elevators, etc. In addition, you should indicate the volume, container's size(s) and transit times. The details must be provided according to the initial agreement, including the list of special items, crates/boxes quantity, packing dates and all relevant information for the optimal development of the service.



- At least 90% accuracy rate for pre-move surveys measurements and details is required for all operations.
- You shall never discuss or promise transit times or sailing dates with the transferee unless authorized by **Intramar Shipping S.A.S.**
- **Intramar Shipping S.A.S** will confirm you the booking details by email and notify advice the approval of the offer/quotation.
- You shall confirm us by email: the date of the removal; the packing crew schedule, including arrival at the client's residence date and hour; the packing and loading times; the end date and estimated hour; and the IDs and complete names of the crew.
- Upon arrival on time at the client's residence, the packing & loading crew leader shall introduce himself/herself and his/her team members to the transferee.
- The shipment (client's belongings) can only contain furniture, electrical appliances and house goods with no commercial purpose whatsoever. For all electrical items, you must inform the model (reference), brand and serial number.
- You must ensure that the packing material is clean and has the required quality to protect each item of possible damages. Each item must be inspected before the packing in order to verify its original conditions.
- Any changes in estimated or measured volumes and costs must be informed timely to **Intramar Shipping S.A.S** and to be approved by the assigned operations agent before making any further decision.
- The packing list must be submitted in digital format, preferably Microsoft Excel or PDF, and it must be dated and signed by both the client (or an



authorized representative) and the crew leader. The transferee's signature and the date must be on all pages of the packing list.

- Before the packing and loading you must confirm us, the final volume, weight and pieces, container and seal number, flight information, tracking number, crates dimensions and final weight are required for all the LCL and air shipments. our partner agent does not dispatch the shipment until obtain our green light, once you have the green light you should confirm us the legal name of the shipping line or airline
- For vehicles moves, nothing should be stored or kept inside except for the original equipment. The vehicle condition report must be completed at origin and signed by the transferee and crew leader, including the accessories. The vehicle must be securely locked and braced in the interior of the container. Prior to the loading process, the crew must confirm that the container and truck are suitable for the proper loading of the vehicle, without exposing it to damages, holes or security violations.

3.2 Destination service

You commit to act as destination agent for **Intramar Shipping S.A.S** in the development of the following tasks:

- Once **Intramar Shipping S.A.S** confirms the booking to you by email and inform the approval of the offer you must confirm back the availability to perform the service.
- You must provide the expected customs clearance date. Should delays occur, you must notify the operations agent promptly to schedule a new date.



- You should submit **Intramar Shipping S.A.S** and the transferee with all necessary documents for the operation in destination country, as well as inform the dates of the unloading and final delivery at the client's residence.
- You must ensure that delivery crew are competent to comply with international moving standards.
- You shall confirm us by email: the packing crew schedule, including arrival at the client's residence date and hour; the unpacking and unloading times; the end date and estimated hour; and the IDs and complete names of the crew.
- During the unpacking process the crew must verify each item of the packing list and report within 24 hours from the delivery time any damages or anomalies, missing items or any pertinent information.
- If a vehicle is received in the shipment, you must formally report its conditions and send pictures by email.
- If storage service is requested, you should ensure that the warehouse supplier complies with all the international standards and requirements regarding security, insurance, temperature control, agreed costs, etc.
- If additional or complementary services are required or suggested by the client or **Intramar Shipping S.A.S** this must be informed by email in order to request the necessary internal or external authorizations and/or quotation update.
- After the delivery and unpacking of the move, the crew in destination must remove all leftover materials, waste, scraps, etc.



3.3 Storage

For storage services the agent in destination is responsible of ensuring that the warehouse (or storage supplier) complies with all the international standards, as well as service agreements and requirements regarding security, insurance, temperature control, risk management, agreed costs, etc.

It is of extreme importance to thoroughly verify and document the condition of the goods upon entrance and exit from the storage facilities. Any changes in the volume, weight, conditions or rates must be swiftly notified by email to **Intramar Shipping S.A.S** in order to validate, approve and/or issue instructions.

3.4 Insurance

Insurance policies are contracted according to the service offer and after its acceptance by the client. National and international coverage amounts are agreed from the quotation process and the premium, coverage, terms and conditions are informed to the transferee. **Intramar Shipping S.A.S** offers Door-to-Door insurance policies which are effective from the beginning of the operation.

A timeframe to make insurance claims is specified to the client. Nonetheless, the destination/origin agent must inform of any damage or loss as soon as possible. It is important to note that if there were items that remained unpacked or unprotected there should be a clear notation in the packing list.

Damaged items must be kept and remain in custody until the claim is settled, unless there is a valid reason not to do so, like the possibility that the item or items are dangerous or cause relevant risks. In case of insurance claims **Intramar Shipping S.A.S** can request the assistance of the destination agent to settle the claim.



3.5 Billing / invoicing

Electronic / digital submission of invoices is required by law. Invoices must be sent to the following email address: compras@Intramar.com.co, and any complementary paper invoices can be sent to **Intramar Shipping S.A.S**, main address: **Diagonal 47 # 77b -09 Int. 5, Bogota, Colombia**.

It is the responsibility of international agents to ensure that all the support documents are sent to **Intramar Shipping S.A.S** in the agreed spans of time of deadlines. Failure to submit the invoices and/or support documents could result in a delay of payment.

Usually agent invoices should be issued and sent within seven (7) business days after the services have been performed, and must include the following:

- Correct and complete name of our company.
- Agreed cost breakdown for all the applicable charges
- Project / reference number of the service.
- Transferee's (client) name.
- Service provider name, corporate address and email.

4. CUSTOMER SATISFACTION

For **Intramar Shipping S.A.S** it is of paramount importance to receive feedback from our clients and agents and to know their level of satisfaction with the service, in order to constantly improve our service and immediately correct our faults.

One of the principles of **Intramar's** service quality control system is measuring quantitatively and qualitatively the satisfaction of our clients and partners, as this will help us to understand market expectations, identify procedures that need to be optimized and create learning opportunities out of our mistakes. Another



principle of the system is making the necessary adjustments and amends, shortly after having identified the causes that lead to any dissatisfaction from the third parties. But at **Intramar** all staff also like to know when things went right and gladly receive positive comments and remarks, aiming to reinforce the qualities and behaviors that characterized an outstanding service.

The organization implements a customer satisfaction survey at the packing, loading and delivery report, where not only its staff is evaluated by the client but also the communication channels and the administrative process. Finally, there is a final electronic survey through whereby the client can also rate our partner agents' performance and service. With this data **Intramar** calculates scores for international agents and monitors related KPI's that play a major role in choosing the allocation of its services and operations to these agents in their different regions and countries.

By signing below, you confirm that you have fully read, understood and accepted the policies, conditions, terms and commitments contained in this Service Level Agreement.

Name:

ID number:

Position:

Stamp and signature:

Company name:

Date of signature:

