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GLENS REMOVALS & STORAGE

SERVICE LEVEL AGREEMENT

2018 Version

International Moves

SERVICE LEVEL OF AGREEMENT 2018

Glens Removals & Storage is a duly incorporated company under the laws of Zimbabwe and has over 50 years of experience in the moving industry. The company is a firm believer in the delivery of services to its customers according to customers expected needs based on quality. The company is fully resourced to comply with the laws both locally and international that governs the international removals industry. In order to fulfil our quality standards, our Company has developed policies that apply to its employees, suppliers and its business partners/agents.

1. Legal and Financial Responsibilities

The partner/agent is fully licenced nationally, regionally and internationally according to laws and regulations to offer services to Glens Removals & Storage

The partner/agent has the financial resources obtained legally to be able to perform services contracted for by Glens Removals & Storage

The partner agrees to treat all confidential information provided by Glens Removals & Storage when performing services and shall not (without prior written consent from Glens Removals & Storage disclose or permit disclosure of such confidential information to any third party within the supply chain.

Confidential Information will be used by the Moving Agent solely for the purpose of fulfilling its obligations under this agreement and this information must not be used to benefit any third parties.

2. Data Protection

The partner/agent agrees to safeguard all confidential information of Glens Removals & Storage with at least the same level of care as the moving partner uses to protect its own confidential information.

The moving partner agrees to Glens Removals & Storage's policies, procedures, standards, guidelines for privacy, protection of information, data and systems security, with all applicable privacy laws and regulations.

All personal data of assignees and other individuals received in connection with this agreement shall be handled and maintained to the requirements of any applicable data protection laws and any subsequent or related legislation.

3. Anti-bribery and Anti-Corruption

Glens Removals & Storage subscribes to FIDI Anti-Bribery and Anti-Corruption Charter v.1.2 of 2015 (see www.glensremovals.com for more details)

The partner/agent and its employees must abide to this charter and pledge not to accept, receive or pay on behalf of Glens Removals & Storage any bribes or be involved in corrupt practices of any kind.

4. Services

Origin Agent Services

- 1) **Pre-move Survey.** Agent shall confirm within 1 working day receipt of email request from Glens Removals & Storage for a survey. Agent shall initiate contact with each Transferee within one (1) working day.
 - (i) Agent shall acknowledge to Glens Removals & Storage in writing receipt of Survey Request and keep Glens Removals & Storage informed of scheduling details. If physical surveys can't be done due to different reasons, Glens Removals & Storage must be informed immediately.
 - (ii) Agent shall perform each Survey at no cost to Glens Removals & Storage, if there is any special situation, Glens Removals & Storage must be informed in advance.
 - (iii) When Survey is performed, Glens Removals & Storage must be notified (within 24 hours of the survey date) of the survey results and of any goods of a prohibited nature under applicable laws and regulations.
 - (iv) Upon completion of survey, Agent shall provide an estimated cost to pack and handle the Shipment no more than 48 hours unless Glens Removals & Storage agrees to an extension of the period.
 - (v) Inventory of the survey results shall be send together with the quotation for services to be provided.
 - (vi) Agent shall be expected to provide an accurate estimate of the shipment (i.e. volume and weights) and agrees that the margin for error for each Survey shall not exceed ten percent (10%).

- 2) **Packing and Loading.** Agent shall arrange packing dates with the Transferee and this must be communicated to Glens Removals & Storage within 1 working day.
- i) Agent shall complete the packing, loading and securing of each shipment in accordance with FIDI/FAIM standards and according to local and international regulations such as ISPM-15 standards and the use of recycled materials
 - ii) During packing a detailed inventory shall be raised by the Agent before loading of shipment commences. Packing of both small and large items must be tight maximising all available space.
 - iii) Agent must write a clear inventory in English identifying all Goods in the Shipment with an accurate description of carton contents, and full identification of appliances and electrical items, this identification to include make, model and serial number.
 - iv) All furniture must be listed denoting condition at time of wrapping; photographs of pre-damage existing conditions shall be taken and sent.
 - v) Crew Leaders must write their names and sign the inventory list (packing list) in the corresponding section of the packing list.
 - vi) Inventory numbers must be written or attached on the exterior of wrapping/packing materials.
 - vii) Under no circumstances our agents can accept PBO (“Packed by owner”) listed on an inventory or included in a Shipment. Any carton presented to a Packing Crew as a PBO must have its contents inspected, ensuring that the carton contains no restricted items and there is no threat to the security of a ship, plane, or other vehicle on which it is to be transported.

(5) Administration and Documentation.

- (i) Export procedures must only be initiated at origin once Glens Removals & Storage has given a formal authorization to proceed.
- (ii) Agent shall submit to Glens Removals & Storage the shipping pre-advice and confirmation of pickup with final weight and dimensions within two (2) Business Days of final loading of the Shipment. Please follow strictly the consignment instructions given by our Export/Imports team.
- (iii) Agent agrees that any deviation from the Survey and quoted charges or weight must be communicated to Glens Removals & Storage in writing for approval. Any additional charge arising from a deviation that has not been approved in advance may be denied by Glens Removals & Storage.

(6) Long term and Storage in Transit

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

(A) Destination Agent Services

The Services listed below must be provided by our agents

- (i) Pre-alerts; Glens Removals & Storage will make sure agent has all information prior to arrival of shipment.
- (ii) Agent shall notify Glens Removals & Storage in writing if all documents needed are in order before the freight arrival at the Destination Country.
- (iii) Agent to perform all customs clearance procedures according to the destination country's laws and regulations
- (iv) Agent shall prepay port charges on behalf of the Transferee and invoice him directly upon confirmation of the same first.
- (v) Agent shall notify Glens Removals & Storage in writing of any duties, taxes or inspection fees for its corresponding approval.
- (vi) Agent shall present back up documentation for any additional charges that have to be paid (duties and taxes, THC, bonded warehouse, etc).
- (vii) Agent must keep Glens Removals & Storage notified in writing of actual customs clearance process.
- (viii) If local customs representatives have inspected the Shipment, Agent shall report to Glens Removals & Storage in writing within twenty-four (24) hours.
- (ix) Transport from Airport / Seaport of Arrival.
- (x) Agent shall coordinate transport from the airport/seaport, unless provided by the steamship line.

- (xi) Agent shall verify all container seals upon arrival and at time of delivery to ensure each container has not been opened during transit. If any container seals do not match or has been broken, Agent will notify Glens Removals & Storage immediately in writing.
- (xii) As soon as the Shipment is received; agent shall notify Glens Removals & Storage in writing.
- (xiii) Agent shall notify Glens Removals & Storage in writing of the scheduled delivery date.
- (xiv) Agent shall notify Glens Removals & Storage in writing of any delays, damages, or losses to the Goods during the Shipment no more than (2) Business Day of Agent's discovery; such delays, damages or losses will also be noted on the delivery inventory or delivery receipt.
- (xv) Agent shall deliver appropriate shipping documents to the Transferee at time of delivery, including copies of the descriptive inventory.
- (xvi) Transferees declining unpacking services must state and sign on the delivery documents.
- (xvii) If transferees require reassembly of disassembled items (tables, desk units, shelf units, as examples), that do not require special tools or third party services, this service must be provided by the agent.
- (xviii) Un-crating at no additional charges.
- (xix) In case any special services are required upon delivery to client's address and unless otherwise instructed by Glens Removals & Storage, Agent must bill transferee directly for the extra charges.
- (xx) Agent shall forward all "Delivery Documents" to Glens Removals & Storage within three (3) Business Days of delivery of the Shipment to the Transferee. "Delivery Documents" include the signed inventory, notification of damage or loss, and Agent's invoice.
- (xxi) Agent shall offer basic claims assistance to the Transferee and immediately notify Glens Removals & Storage.

(B) Invoicing Procedures

Invoice(s) must be submitted to the address given below no later than twenty (20) working days from the date of delivery;

GLENS REMOVALS & STORAGE
P.O BOX 1296
HARARE, ZIMBABWE
Email: accounts@glens.co.zw

FIDI / IAM payment rules will always be considered.

(C)Insurance

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

(D) Termination

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

Statement of compliance

I certify that I have read and understood the Glens Removals & Storage Service Level Agreement in full, and also that I have read the anti-bribery, anti –corruption and privacy policies.

Signed:

Print name:

Company name:

Position in Company:

Date:

Company stamp/seal: