

1. Overview

As part of our commitment to quality and to ensure compliance with the strict quality management systems within which we operate we require all service partners to perform to the standards set out in this agreement. These standards are intended as a minimum level of expectation and should not be interpreted as a compromise to higher service levels routinely performed. Performance against these standards is regularly monitored and forms part of our approved supplier review.

This agreement does not form part of a commercial contract between parties nor does it guarantee any levels of business.

2. Your commitment to the agreement

In accepting a booking from Bournes to perform services on our behalf you indicate your understanding, agreement and intention to comply with the standards set out in this agreement. This includes communicating the requirements with your staff involved in delivering the service and with any service providers within your supply-chain. If you have any questions or concerns, you should discuss them with your point of contact at Bournes prior to accepting a booking.

This agreement shall be effective as of the date of issue and shall continue until terminated or superseded with written notice by either party.

3. Compliance

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. This means you must:

- 3.1. Obtain and maintain relevant business licences
- 3.2. Hold valid business insurances with appropriate levels of cover (These should include but not limited to Buildings Insurance, Public Liability Insurance, Employers Liability Insurance and Fleet Insurance).
- 3.3. Comply with the obligations set out in our Privacy Notice, Data Protection, GDPR regulations and Anti Bribery and Corruption policies.
- 3.4. Comply with local Health and Safety regulations and ensure all staff is trained regularly, including manual handling (every 12 months minimum if UK based or in line with local regulations).
- 3.5. Comply with industry standards.
- 3.6. Ensure your fleet and equipment meet local regulatory requirements.
- 3.7. Compliance with Bournes Code of Conduct

In addition, in undertaking work on behalf of Bournes you agree to comply with the standards set out in our [Code of Conduct](#).

We particularly draw your attention to your obligations under our Data Protection and Anti Bribery and Corruption policies. Compliance is not only the responsibility of your company but the individuals involved in delivering services, including any third parties you may use. Non-compliance can involve serious consequences for all parties so it is important that your employees and your partners understand their obligations in these areas.

4. General Data Protection Regulation (GDPR)

Bournes are committed to the protection of our customers, employees and their third parties' personal data. By providing services on behalf of Bournes you are acting as a "data processor" and may have access to data either we provide to you directly, our clients provide to you directly or that we enable you to have access to through our systems.

As a data processor you need to comply with the requirements in Article 28 of the GDPR. According to article 28 you must ensure that you comply with all of the below requirements when processing data on behalf of Bournes:

4.1. Instructions

You may only process Bournes data on documented instruction from Bournes or as otherwise required by law, for services relating to either the movement of Household goods and/or Destination Services. Where it is necessary to process data in accordance to law and without explicated consent from Bournes, you must inform us of these regulations in writing prior to processing taking place.

The duration for data processing must be in accordance to this agreement or according to your own legal requirements. Where processing of data is required outside of the above restrictions you must notify Bournes of the legal requirement prior to processing.

Bournes will share with you, personal data of it's customers, employees and their third parties. Which might include, names, addresses, passport details, insurance evaluations etc. We expect all data to remain protected as detailed in article 28 and in accordance to the below clauses.

4.2. Personnel

All staff, contractors, sub processors and visitors ("your people") must work under written obligation of confidentiality when processing Bournes data. Further these people must be trustworthy, reliable and adequately trained to ensure that all data processed is done so in accordance to the law. All personnel should be under a contractual obligation to understand, acknowledge and work in accordance to your policies and procedures. Failure to do so should result in disciplinary proceedings.

4.3. Security

Security should be implemented to ensure all necessary technical and organisational measures have been taken to provide and protect accessibility, confidentiality and integrity of data. Upon request you should be able to provide the following;

- A description of your security measures
- Answers to questions relating to security measures
- Details of measure in place to restrict access, including but not limited to Firewalls, Intrusion detection, Perimeter security and/or incident protection.
- A process map to detail all actions to be taken in the case of and suspected or actual personal data breach and any other security incidents or interruptions to data processing.

4.4. Subject Rights

Should you be requested at any time to delete data, to port data, to stop processing data or any other requests or complaints including any approach by a regulator, law enforcement body or other third party, where Bournes was the controller of said data, you must have the appropriate processes in place to inform us immediately, before any action is taken.

Stringent processes must also be in place to assist Bournes to comply with its legal obligations to its data subjects, including requests for right of access, right of rectification, right of erasure, right to restrict processing, right of data portability, right to object and right not to be subject to automated decision making including profiling.

4.5. Sub-Processors

No sub-processors or sub-contractors are permitted to be engaged to handle Bournes data or to help deliver any of your contractual liabilities, without the primary consent of Bournes in advance. Bournes will review in line with article 28 and the processes you have in place and will act reasonable in accordance. We would expect you to be able to demonstrate that all obligations within this Service Level Agreement are part of the contractual agreements with your sub-contracts and sub-processors and further that you have carried out sufficient checks to ensure your sub-contractors and sub-processors have the ability to comply with these obligations. Until this data has been reasonable evaluated, and our acceptance placed in writing to you no Sub-contracting and/or sub processing may take place.

4.6. Inspections

It maybe necessary to assist Bournes with inspections and/or audits that Bournes is required to carry out to demonstrate GDPR compliance. These audits and/or inspections may be carried out by Bournes or an external auditor and may require access to your facilities, systems and documents.

Further to the above Bournes must be informed with immediate effect in writing if you as the data processor are asked to do anything which infringes the GDPR regulations or any other data protection law of the EU or member state.

5. Quality

As a FIDI FAIM certified company we require all service providers to perform to a quality standard equal to or exceeding that of FIDI FAIM which enables us to meet our own obligations under this quality management system. As well as full compliance with the standards set out in this agreement this means:

- 5.1. Providing a professional standard of service.
- 5.2. Using qualified, competent, experienced staff who are focused on providing a positive customer experience and treating our customers and their property politely and with respect at all times. Where we are hiring labour only staff must have at least 1 years' experience, for all other services crew members with less than 1 years' experience should be under direct supervision of an experienced team member.
- 5.3. Reporting any issues immediately to your Bournes contact. This includes any damages, complaints or potential service issues. In ensuring good communication with us we can work together to prevent any issues escalating and to maintain ultimate customer satisfaction.

6. Scope of Services

This agreement relates to Household Goods Moving Services performed on behalf of Bournes or in conjunction with Bournes.

6.1. Origin Services:

6.1.1. Survey

- a) Contact the transferee within one working day of our initiation to schedule a pre-move survey. The date/time of survey should be confirmed to the transferee and to Bournes in writing.
- b) Inform Bournes immediately if there are any problems in contacting the transferee or any delays in arranging or completing the survey.
- c) Submit your survey report and pricing to us within 24 hours of the pre-move survey date unless otherwise agreed. This must as a minimum include:
 - i. Volume of consignment and descriptive inventory list
 - ii. List/description of any non-standard items, additional packing requirements (including crates and the required dimensions or export packing) or non-standard services identified by the surveyor or requested by the transferee (including dismantling/re-assembly)
 - iii. Information on access to the property and any special equipment / resources required.
 - iv. A full outline of expected costs and time lines.
- d) A +/- 10% degree of accuracy is required for all pre-move surveys.
- e) Unless agreed in advance all surveys should be performed at no cost to Bournes.
- f) Surveyors should inform transferees if any items included in their shipment are restricted or prohibited and should inform Bournes immediately if any are to be included so that the appropriate guidance can be given or appropriate licenses/permits obtained.

6.1.2. Packing and Loading

All packing and loading should be performed in line with industry best practice

- a) At least one member of the crew should be fluent in English language and the crew should be briefed about all necessary detail regarding the move.
- b) All crew members should be uniformed, wearing appropriate Personal Protective Equipment (PPE) conforming to local regulations and carrying identification. Where Bournes have provided uniform this must be worn and kept clean and tidy at all times. Any damaged uniform will be replaced on request to ensure representatives remain presentable.
- c) No alcohol or non-prescription drugs may be consumed during the course of the move. Likewise, no team member should smoke in a client's house or anywhere on their property (this includes gardens, driveways, and the street immediately outside the property).
- d) There must be a designated foreman for each move. The foreman should introduce themselves to the client stating their name, that they are carrying out the move on behalf of Bournes and they should introduce the team before carrying out a walkthrough with the transferee prior to any work commencing.
- e) The foreman should carry out a risk assessment and any necessary building protection prior to beginning packing and loading. Any existing property damage should be noted and where possible photographed. Full protection should be used on all floors (carpet, wood and tile), stair banisters should be thoroughly protected.
- f) A clear and accurate inventory should be created identifying all items in the shipment with an accurate description of contents and their condition. This should be signed on each page by a member of the crew and the transferee (or their representative).
- g) All electrical items listed on the inventory should include manufacturer name, model name/number, and serial number (if available).
- h) All items should be clearly labelled.
- i) Any wood packing materials should conform to ISPM regulations.
- j) Any restricted, prohibited or hazardous items (including alcohol, food, firearms or jewellery) should be notified to the Bournes coordinator before packing as inclusion may

be refused. Bournes wants to make sure all our moves are safe and in compliance with Governmental regulations. Many common Household items, including aerosol hair spray and cleaning products, are very hazardous when packed. Heat quickly builds up inside the containers, which can trigger an explosion, or fire that can cause serious damage to a shipment and endanger the lives of passengers/transporters as well. Therefore, for everyone's safety, please ensure crews are fully briefed/trained prior to engaging in packing duties.

- k) Packing materials must be fit for purpose and mode of transport and where appropriate sourced with environmental considerations in mind.
- l) A 'bits box' must be used for screws, keys, remote controls and other items that are easily lost and hard to locate.
- m) Attention should be paid to obtaining optimum density.
- n) No owner packed boxes (PBO) are to be included. Any owner packed boxes submitted for shipment should be checked by the crew before sealing and loading.
- o) All documentation should be completed prior to crew departure. The team leader should carry out a final walk through with the transferee to ensure they are satisfied that all work has been completed.
- p) A copy of the inventory list should be given to the transferee before departing.
- q) Should volume exceed survey or allowances or a client request any service not specifically authorised Bournes should be notified immediately.
- r) All documentation should be forwarded to Bournes within 1 working day of completion of packing/loading.
- s) For FCL shipments all containers must be inspected inside and out prior to loading (we advise using the C-TPAT 7 Point Inspection). Any concerns regarding suitability (if the container is not waterproof, is odorous or dirty) should be reported immediately and the container must be replaced.
- t) Bulkheads must be used for all surface shipments if the load does not fill the container to capacity and must be ISPM compliant.
- u) Content of all containers should be properly loaded and secured with seal number noted together with the container number.
- v) In case more than one container or lift van is used a bingo sheet should be used showing which items are within each.
- w) Air shipments should be weighed and final weights and measures sent to Bournes within 2 working days of collection.
- x) Should an estimated time of arrival change for any reason please contact Bournes immediately with the reason for the delay and to advise updated ETA. This is imperative to allow us to provide accurate scheduling for our clients.

6.2. Destination Services

6.2.1. Rate Requests

All rate requests should be answered within 24 hours unless otherwise agreed and should include all related charges. You must notify us of any assumptions or exclusions to your rate.

6.2.2. Customs Clearance and Delivery

- a) Service provider should inform Bournes of expected customs clearance date and notify us immediately should an inspection be required or delay occur.
- b) Bournes and the transferee should be informed of the delivery date and arrival time.
- c) All groupage/shared container consignments should be delivered to the customer within 3 weeks from date of clearance.
- d) Any additional charges (for example duties and taxes) should be communicated to Bournes for approval prior to informing the transferee. Documentation should be provided confirming any additional charges.

- e) At least one member of the crew should be fluent in English language and the crew should be briefed about all necessary detail regarding the delivery.
- f) All crew members should be uniformed, wearing appropriate Personal Protective Equipment (PPE) conforming to local regulations and carrying identification. Where Bournes have provided uniform this must be worn and kept clean and tidy at all times. Any damaged uniform will be replaced on request to ensure representatives remain presentable.
- g) The team leader should carry out a walkthrough with the transferee prior to any work commencing. They should ensure they carry out a risk assessment and any necessary building protection prior to beginning unloading. Any existing property damage should be noted and where possible photographed.
- h) The inventory list should be checked off as each item is unloaded.
- i) Items should be placed in rooms as requested by the transferee or their representative and where included in the service items should be unwrapped, unpacked and placed onto flat surfaces with any debris removed prior to crew departure.
- j) Un-crating and Re-assembly of any dismantled items should be carried out at no extra cost unless specialist skills/tools are required and with pre-approval from Bournes.
- k) Any damage should be immediately reported to Bournes.
- l) All documentation should be completed prior to crew departure. The team leader should carry out a final walk through with the transferee to ensure they are satisfied that all work has been completed.
- m) Any additional services requested by the transferee should be notified to Bournes immediately for approval. Any declined services (including unpacking) should be noted on delivery paperwork and signed by the transferee.
- n) All paperwork (signed by crew and/or transferee as appropriate) should be returned to Bournes within 2 working days of delivery.

7. Storage

- 7.1. Where storage is required the service provider must arrange for a secure site with appropriate insurance in place.
- 7.2. Any items unloaded into storage should be checked off the inventory when unloaded and again when re-loaded for final delivery. Any discrepancies should be immediately reported.
- 7.3. Invoicing for recurring storage charges should be on a monthly basis.

8. Labour Hire Only

Where you are providing labour assistance only to support our own crews please be aware that the standards listed in this agreement where applicable still apply, as they would to our own crews. In addition please note the following conditions:

- 8.1. If you are visiting a Bournes site high visibility vests should be worn in all areas except inside the office or training room.
- 8.2. Any delays to timings agreed should be notified immediately to the operations team. Late arrival severely impacts our ability to operate and may result in cancellation of your services without payment.
- 8.3. Work instructions will be provided in advance, confirmation of receipt and understanding should be sent back to Bournes in writing.
- 8.4. Hired crew members will be briefed by Bournes prior to commencing work. The brief will include Bournes Health and Safety standards, accident/incident procedures, shifts/unsocial hours, risks and hazardous duties, details of the job, parking, smoking and welfare facilities on Bournes sites as well as regulations regarding PPE. Individuals must comply with all instructions given at all times whilst performing duties for Bournes and any breaches may result in immediate removal from the job.

9. Billing



- 9.1. It is your responsibility to ensure that all documents are sent back to us without delay. Failure to return required documentation could result in delay to payment.
- 9.2. Bournes will pay all invoices within agreed terms of payment.
- 9.3. We expect your invoice as soon as possible after the services have been performed but no later than 30 days from final delivery.
- 9.4. Labour Hire Only - invoices should be submitted the week following service delivery and should include customer name and Bournes ID.