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Elite Moving Systems Limited
Service Level Agreement
2026

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A. The Parties

This Service Level Agreement (SLA) dated _____. **Between** Elite Moving Systems Limited (hereinafter referred to as '**WE**' or '**US**'), trading as **EMS**, having its registered place of business located in Unit 22 Trade City Business Park, Cowley Mill Road, Uxbridge, UB8 2DB, United Kingdom and _____ (hereinafter referred to as the '**Service Provider**'), having its registered place of business located at

_____

_____

(full address)

Both companies shall also be referred to as '**the PARTIES**' in this Agreement.

B. Statement of Understanding & Compliance

1. Both PARTIES undertake to conduct their business at all times in compliance with local, national and where applicable, international laws and regulations.
2. The PARTIES acknowledge that they have read and understood this Agreement in full and agree to abide by all requirements laid out in this document.
3. If alternative agreements exist between the PARTIES, the following order of precedence shall apply: _____
4. If no order of precedence has been stated in this document, this SLA prevails.
5. Any Addenda to this SLA are to be listed here-under for later reference _____
6. The Service Provider agrees that all confidential information provided by US shall be treated as proprietary to US and confidential, and the Service Provider will not disclose or permit exposure of such confidential information to any third party unless and until the Service Provider has obtained the prior written consent of US.
7. Data Protection and Confidentiality: The Service Provider must protect EMS, client, customer, transferee and service-related information in accordance with applicable data protection and privacy laws. Where the Service Provider processes personal data or confidential information in connection with EMS managed services, it must apply appropriate confidentiality, secure storage, secure transmission, need to know access and breach notification controls proportionate to its role, data exposure and services provided. The Service Provider must only use EMS, client or service-related data for authorized purposes connected with EMS managed services and must return, retain or securely dispose of such data in accordance with applicable legal, contractual and EMS requirements.
8. The Service Provider agrees to cooperate with EMS's supplier management, service quality and audit-readiness requirements where relevant to the services provided. This may include participation in supplier risk assessment, following written instructions and service requirements, supporting service performance monitoring, providing reasonable evidence when requested, completing corrective actions where required, and supporting EMS with FAIM 3.4 supply chain audit readiness checks.
9. Where the Service Provider uses approved subcontractors in connection with EMS-managed services, the Service Provider should communicate relevant EMS requirements to those subcontractors and take proportionate steps to manage subcontractor performance and compliance based on service type, risk and level of control. This

includes supporting EMS's FAIM 3.4 supply chain audit readiness requirements where relevant to the subcontracted services. The Service Provider remains responsible for services delivered to EMS under this Agreement.

C. Scope and Purpose

1. The purpose of this Service Level Agreement is to describe our company's expectations for business Service Providers while providing services on our behalf and to identify the service commitment to each other, to help both PARTIES meet the demands and needs of our respective Clients and Client's Transferees in the various aspects of our household removals and storage business as described in this SLA.
2. This Service Level Agreement applies for all international household moving services.
3. EMS supports the FIDI Cooperation Guidelines (FIDI PCGs) and will expect FIDI member partners to comply with both EMS standards and FIDI PCGs. In the event of a dispute where EMS Standards and FIDI PCGs are in conflict, EMS's standards apply.
4. The Service Provider agrees to notify US immediately if there is any significant change in ownership or management of the Service Provider's company.
5. Each individual executing this SLA represents and warrants that they have full authority to do so on behalf of their respective companies.

D. The Move Process

EMS instructions, service authorizations, purchase orders, pre-advice, move specific instructions and documented job specifications, together with this SLA, form the written instructions and service expectations for work performed by the Service Provider on EMS managed services. The Service Provider must review and follow applicable written instructions before commencing the relevant service.

D.1. Pre-Move Survey

Survey Request and Transferee Communication – EMS shall make the initial contact with the Transferee, communicate applicable relocation policy entitlements, service scope, restrictions, and responsibilities, and provide the details of the appointed Service Provider. EMS shall then issue a Pre-Move Survey request to the Service Provider, including all relevant move instructions, allowances, policy requirements, and transferee contact details.

Acceptance and Scheduling – The Service Provider shall confirm acceptance or rejection of the survey request within one (1) working day. Upon acceptance, the Service Provider shall contact the Transferee within one (1) working day, unless otherwise instructed by EMS, to arrange the survey appointment. If the Transferee cannot be reached, EMS must be notified within one (1) working day. The EMS Coordinator shall be copied on all survey-related email correspondence, and the agreed survey date and time shall be confirmed to EMS within one (1) working day of booking. Changes to the appointment should only occur at the Transferee's request or where unavoidable and must be communicated to both EMS and the Transferee with at least one (1) working days' notice.

Survey Requirements – The Service Provider shall conduct a physical survey at the residence unless an alternative assessment method has been agreed with EMS in advance. The surveyor must possess appropriate local and English language skills and be capable of accurately assessing the shipment, including all goods intended for transport, additional goods from other locations, and any planned purchases prior to the move. The same standards of accuracy apply to physical, video, telephone, and inventory-based surveys.

Surveyor Responsibilities – The surveyor shall arrive on time, introduce themselves as acting on behalf of the Service Provider and EMS, explain the packing process and shipment preparation requirements, identify prohibited or restricted items, discuss applicable allowances and

potential overages, and advise the Transferee to secure valuables, personal documents, jewellery, cash, and similar items. Where applicable, shipment identification labels (Air, Sea, Road, Storage) shall be provided to assist with move preparation.

Operational and Cost Considerations – The Service Provider shall identify and report any access constraints, permits, special handling requirements, holiday working, or other accessorial services likely to generate additional costs. Any anticipated excess volume, weight, or allowance utilisation must be communicated to EMS before packing so that approval and instructions can be obtained from the Client and/or Transferee. The Service Provider shall not discuss pricing, insurance, or commercial terms directly with the Transferee unless specifically authorised by EMS.

Survey Charges and Confidentiality – Pre-move surveys shall be provided at no charge where the move is awarded to the Service Provider, unless otherwise agreed in writing with EMS. Survey results are confidential and may only be submitted to EMS and shall not be shared with the Client or Transferee without prior written authorisation from EMS.

D.1.1. Submitting the Pre-Move Survey Result and Quotation

The Service Provider will submit the pre-move survey report and service quotation with terms for handling the move and timetable to EMS within two (2) working days of the pre-move survey date, unless otherwise agreed and documented.

The Pre-Move Survey Report must include:

a. The type of residence (e.g. detached, semi-detached, flat/apartment).

b. A detailed breakdown of all requested services and associated costs, including any accessorial services, access restrictions, specialist handling requirements, freight charges, customs services, and transportation costs

c. A pre-move inventory (survey list/cube sheet) of all items intended for shipment, including a split for each method of shipment and list of goods that are not shipped.

d. Shipment volumes by transport mode, clearly identifying the net volume for each shipment.

e. Items requiring dismantling/reassembly, crating, specialist handling, or other exceptional services.

f. Additional items located elsewhere, newly purchased goods for inclusion, and any items excluded from the move (stored, retained, disposed of, etc.).

g. Crated items, including dimensions (L × W × H)

h. Any restricted, prohibited, hazardous, or otherwise non-shippable items.

i. Photographs (with transferee consent) of exceptional items, access restrictions, parking constraints, and any circumstances requiring specialist handling.

j. The transferee's timing requirements, including preferred packing, loading, delivery, and storage arrangements, together with the estimated storage duration where applicable.

k. Estimated door-to-port and freight transit times, where applicable.

The Service Provider shall submit the cost quotation together with the Pre-Move Survey report within two (2) working days after the survey. The quotation must include:

a. A detailed breakdown of all requested services and associated costs, with accessorial services itemized separately and freight/transportation charges clearly identified.

b. All service elements necessary for the packing, handling, transportation, removal, and documentation of the consignment. Where applicable, inland delivery to the port, airport, terminal, or place of departure must be included or shown separately.

c. For freight transportation services, the applicable rate, transport method and route, port/airport/terminal/place of discharge, and estimated transit time.
d. Any origin handling charges and export customs clearance fees, stating whether these are included in or excluded from the origin and/or freight rates.
e. Any applicable government taxes, duties, VAT, GST, or similar charges affecting the quoted services, freight rates, or disbursements, together with the applicable tax rate.

If the Service Provider is unable to submit a rate offer within two (2) working days due to the complexity or scale of the request, it must acknowledge the request within one (1) working day and advise EMS of the expected submission date. Any decision to decline the request must also be communicated to EMS within one (1) working day.

D.1.2. Acceptance of the Pre-Move Survey Result and Quotation

EMS shall provide the appointed Service Provider with written authorisation to proceed, together with all relevant consignment instructions, customs requirements, and supporting documentation at least two (2) working days before the packing date.
The Service Provider shall confirm acceptance of the assignment within one (1) working day, thereby committing to perform the services in accordance with EMS instructions and the approved quotation.

D.1.3. Standard Services – Origin

The Service Provider must provide all the standard service elements required to execute applicable packing, handling and removal of the consignment, and communications, including:

1. **Communication and Scheduling** The Service Provider shall keep EMS informed of all key milestones and operational dates, including packing, loading, warehouse receipt, estimated and actual shipment departure dates, and estimated arrival dates. All agreed dates and any subsequent changes must be communicated to EMS within one (1) working day. If overtime, weekend, public holiday, or out-of-hours services are requested, the Service Provider must obtain EMS approval prior to proceeding.
2. **Documentation and Export Compliance** The Service Provider is responsible for obtaining and verifying all documents required for export clearance and must notify EMS at least five (5) working days before packing if any documentation remains outstanding. All documents must be completed and signed by the transferee as consignee unless local regulations permit an authorized spouse or dependent to sign. The Service Provider shall provide reasonable assistance in obtaining any additional documentation requested by EMS.
3. **Operational Preparation** The Service Provider shall arrange any necessary parking permits or access permissions (excluding permit costs), confirm crew details, manpower levels, arrival times, and crew leader contact information to EMS and the transferee within one (1) working day of receiving instructions, and allocate suitably qualified personnel, equipment, and vehicles to complete the services within the agreed timetable.
4. **Crew Standards** Packing crews must be punctual, professionally presented, and, wherever practicable, remain consistent throughout the assignment. At least one crew member must be fluent in English or the transferee's preferred language unless otherwise agreed. Any anticipated delays must be reported to EMS and the transferee at least thirty (30) minutes before the scheduled commencement time.

5. **Service Commencement** Upon arrival, the Crew Leader shall introduce the crew, explain the service process and any special requirements, and conduct a formal pre-service walkthrough with the transferee before packing commences.
6. **Packing Standards** The Service Provider shall:
    a. Apply full export packing standards to all sea freight, air freight, and storage shipments, including a minimum 6-ply export wrap for furniture.
    b. Use bubble blanket protection or equivalent for domestic and direct intra-European shipments unless otherwise instructed by EMS.
    c. Pack shipments to maximize density and minimize void space.
    d. Roll carpets individually with protective underlay.
    e. Load memory foam mattresses flat to prevent damage.
    f. Never apply packing tape directly to furniture or personal effects.
7. **Service Completion** Upon completion of packing and loading, the Crew Leader shall conduct a final walkthrough with the transferee to confirm all agreed items have been packed and inventoried and to identify and document any property damage concerns.
8. **Inventory Requirements** The Service Provider shall prepare clear and detailed inventories in English for each service element (e.g. sea freight, air freight, storage, disposal). Generic descriptions such as "miscellaneous", "carton", or "PBO" are not acceptable. High-value items shall include make, model, and serial numbers where applicable. Owner-packed cartons must be inspected, reinforced or repacked where necessary, and correctly identified on the inventory. Any pre-existing damage must be documented and acknowledged by the transferee.
9. **Equipment, Containers and Loading Standards** The Service Provider shall ensure that all containers, lift-vans, vehicles, air containers, and other transport equipment are fit for purpose, clean, dry, odour-free, weatherproof, and free from contamination or damage before loading. Any unsuitable equipment must not be used.
10. For air freight and LCL shipments subject to weight allowances, calibrated weighing equipment shall be used. Shipments packed in the USA or Canada must be supported by a certified CAT scale ticket where applicable.
11. **Container Loading Requirements** Shipping containers must be professionally loaded from floor to ceiling, with cargo properly secured using a bulkhead or equivalent restraint system. Floor-loading without adequate load restraint is prohibited. The Service Provider shall provide EMS with photographs showing:
    g. The loaded container prior to closure;
    h. The bulkhead and distance to container doors;
    i. The sealed container doors with seal number and container markings visible.
12. **Handling Automobiles and Motorcycles** The Service Provider shall prepare a signed vehicle condition report, including mileage, prior to shipment and ensure full compliance with carrier, customs, and destination-country requirements. Appropriate precautions must be taken to protect and prepare vehicles for transportation, including, where applicable, fuel restrictions, battery disconnection or protection, removal of personal effects, secure blocking and bracing, and the use of approved security seals. All vehicle weights must be accurately documented for shipping purposes, and motorcycles must be professionally crated. The vehicle weight for an auto is not to be included in the shipment weight when shipped in a container with household goods. It is important that the vehicle weight is obtained for correct documentation on the Bill of Lading. For motorcycles, the weight is included in the shipment weight unless specific handling fees are quoted and approved. The Service Provider shall verify any destination-specific import requirements with EMS prior to shipment.
13. **Timber and Crating Requirements** Where timber is required for crates, lift-vans, dunnage, bulkheads, packaging, or load restraint, only treated and certified timber

compliant with ISPM 15 shall be used. All timber products must display the appropriate marking. New crates shall be used where required by the survey findings.

14. **All LCL shipments** shall be over-cased in new or serviceable lift-vans conforming to recognized international standards. Lift-vans must be appropriately sealed, lined where environmental conditions require, clearly marked, and securely banded**.**
15. **All airfreight shipments** shall be packed into suitable air-vans, triwalls, pallets or approved airfreight containers. Wooden materials must comply with applicable treatment standards and approved sourcing requirements. Where necessary, airfreight units shall be waterproofed. Loose-loaded airfreight is not permitted.
16. **Moisture Protection** Appropriate moisture-absorbing materials shall be used in all cartons and shipments. Moisture absorbers must not be placed in direct contact with household goods and should be separated by suitable protective material where necessary.
17. The Service Provider shall use materials appropriate to the country of origin and accepted by destination country regulations. All large new purchases, including appliances, electronics and furniture, must be inspected, documented, and repacked using export-quality materials before shipment. Service Provider must contact the EMS Coordinator for authorization to pack new items prior to shipping and indicate the condition on the inventory list.
18. **Shipment overflow** In the event that the final packed volume or weight varies by more than ten percent (10%) from the survey estimate, the Service Provider shall immediately notify EMS while the crew remains on site and provide a written explanation identifying any additions, deletions, or changes to the surveyed inventory. No overflow goods may be removed, stored, packed, or shipped without prior written approval from EMS.
    Where the variance results from goods added by the Transferee after the survey, the Service Provider shall clearly identify such items and obtain EMS instructions before proceeding. Any excess volume or weight above the Transferee's authorized relocation allowance that was not identified during the survey or communicated during packing may become the responsibility of the Service Provider if EMS is unable to obtain approval from the Client and/or Transferee for the additional costs.
19. Ensure that the packing crew is aware of restricted items which must not be included in the consignment without the prior approval of EMS, including items not permitted by relocation policy or restricted by customs regulation. If the Transferee wishes to add any prohibited or restricted items, the Service Provider must obtain written instructions from EMS before proceeding.
20. Shipments must be ready for transport within two (2) business days after pick-up.
21. Shipment final weights must be validated by the inventories. As a rule, the final net shipment weight should not exceed 40 pounds per item listed on the inventory.
22. Notify EMS during packing if any exceptions occur, such as additional items to crate or items to pack that were not on the survey list.
23. The Service Provider shall submit all origin service documentation to the EMS Coordinator within two (2) working days of the final service date. Documentation must include, as applicable, the signed inventory and transferee receipt, signed crate list with dimensions and any high-value items, final net and gross volume and weight, container and seal numbers, final transport mode and booking details, a list of items dismantled by the crew, estimated door-to-port and freight transit times, a breakdown of all services completed and associated costs (including separately identified accessorial services and freight charges), and any other information reasonably requested by EMS.

D.2. Freight Service

Where EMS instructs the Service Provider to arrange freight transportation, EMS shall specify the required mode of transport, destination point of arrival, and any special handling, documentation, customs, security, or dispatch requirements.

The Service Provider shall arrange freight transportation in accordance with EMS instructions, applicable carrier terms and conditions, and agreed routing requirements. Unless otherwise instructed by EMS, the consignment shall be booked on the first available approved service. The Service Provider may select the carrier unless otherwise agreed with EMS.

Where a consignment is placed on hold at origin, EMS shall provide written authorisation before dispatch. The Service Provider shall notify EMS of any booking deadlines, cut-off dates, or additional costs arising from continued withholding of the shipment.

The Service Provider shall ensure compliance with all applicable transport regulations, including SOLAS Verified Gross Mass (VGM) requirements, and shall be responsible for any costs, penalties, delays, or charges arising from non-compliance.

The Service Provider shall verify and communicate all freight booking details to EMS, including departure dates, vessel names, flight numbers, route, and any changes to the estimated departure or arrival schedule.

EMS shall provide details of the nominated destination agent. The Service Provider shall issue pre-advice to EMS and the destination agent and forward all required shipping documents, including the carrier's transport receipt (Bill of Lading, Air Waybill, or equivalent), packing lists, inventory documentation, and any other documents requested by EMS.

D.3. Destination Services

D.3.1. Submitting the Destination Service Rate or Quotation

Upon request, the Service Provider shall submit a destination service quotation electronically within
two (2) working days, unless otherwise agreed and documented.

The quotation must:

1. Include all services required to complete the destination move, including import documentation, customs clearance (where applicable), receipt of the consignment from the port, airport or terminal, delivery to the residence, unloading, unpacking, debris removal, and placement of goods, unless otherwise agreed with EMS.
2. Clearly identify any destination handling, terminal, port, airport, wharfage, carrier, or NVOCC handover charges, stating whether such charges are included in or excluded from the quoted rates.
3. Specify any import customs clearance requirements and indicate whether associated charges are included in or excluded from the quotation.
4. Advise EMS of any customs, regulatory, or operational requirements that may prevent the shipment from being dispatched until destination clearance arrangements have been confirmed.
5. Identify any additional charges not included in the standard destination service scope, including uncrating, advances for customs duties, taxes, disbursements, demurrage, storage, inspections, accessorial services, or other exceptional costs.

D.3.2. Acceptance of Rate and Booking

EMS shall provide the Service Provider with a pre-advice of shipment and all available documentation, including transport documents, inventories, customs documentation, move authorisation, and contact details, at least three (3) working days for sea shipments and 24h for air shipments prior to arrival at destination.

Within one (1) working day of receipt, the Service Provider shall acknowledge the pre-advice, confirm that the documentation and authorised services are consistent with its quotation, identify any missing information or potential service issues, and advise EMS of any additional services, costs, or requirements that may affect performance.

Where requested by EMS, the Service Provider shall attempt to contact the Transferee within one (1) working day to arrange an initial consultation. The Service Provider shall advise the Transferee of the destination service process, customs requirements, documentation needs, timelines, and contact details, and promptly communicate any relevant updates or issues to EMS.

D.3.3. Standard Services – Destination

The destination Service Provider shall provide all standard services necessary to facilitate the arrival, clearance, handling, and delivery of the consignment from the port, airport, or terminal of arrival to the transferee's nominated delivery address, unless otherwise agreed by EMS.

The Service Provider shall:

1. Notify EMS if the consignment should not be dispatched until destination customs clearance arrangements have been confirmed and advise EMS of all key milestones, including arrival, customs clearance, warehouse receipt, delivery dates, and any delays, exceptional events, storage liabilities, demurrage, or additional costs that may affect the shipment.
2. Maintain initial and ongoing communication with the transferee, including confirming delivery arrangements at least one (1) working day before delivery. Any agreed dates, changes, special requests, or out-of-hours services that may result in additional charges must be communicated to EMS for approval before proceeding.
3. Obtain carrier release, prepare and submit all necessary import and customs documentation, and coordinate the collection, transfer, storage (where applicable), and delivery of the consignment.
4. Where a sealed container, lift-van, vehicle, or case is opened prior to final delivery, maintain inventory control through a warehouse checklist, bingo sheet, or equivalent record, noting any discrepancies or exceptions against the original inventory. Container and seal numbers must be verified and any discrepancies reported immediately to EMS.
5. For shipments delivered within the United States or Canada, obtain a certified CAT scale weight and provide the documentation to EMS.

D.3.4. Delivery Preparation

The Service Provider shall be responsible for coordinating delivery with the Transferee, unless otherwise instructed by EMS, and shall copy the EMS Coordinator on all written communications. The Transferee must be contacted within one (1) working day of receipt of the shipment at the destination warehouse and, where authorised by EMS, the delivery arrangements shall be reconfirmed at least one (1) working day prior to delivery, including the delivery window, crew leader contact details, and crew size.

Prior to delivery, the Service Provider shall assess and advise EMS of any known access restrictions or special handling requirements, including permits, parking restrictions, shuttle vehicles, long carries, external lifts, elevator reservations, building management approvals, or other factors likely to affect service delivery or incur additional charges. Such requirements and

associated costs must be communicated sufficiently in advance to obtain EMS approval before delivery.
Where required, the Service Provider shall arrange any approved third-party services, such as hoisting, specialist handling, crating, or Certificates of Insurance (COI), and provide EMS with the applicable costs and schedule for approval.
The Service Provider shall provide sufficient qualified personnel and resources to complete the unloading, unpacking, placement, and reassembly services in a single continuous operation wherever possible. This includes unpacking carton contents, placing goods in the appropriate rooms as directed by the Transferee, positioning furniture, and reassembling standard items previously dismantled at origin, unless otherwise agreed by EMS.
The Crew Leader shall review all shipment documentation and service requirements prior to delivery to ensure the work is fully understood and performed in accordance with EMS instructions.

D.3.5. Delivery Day – Arrival

Upon arrival, the Service Provider's crew shall report on time and notify both the Transferee and EMS immediately of any anticipated delay. The Crew Leader shall introduce the crew, remain present throughout the delivery and unpacking service, and conduct a walkthrough with the Transferee to assess access requirements, identify any special considerations, and document any pre-existing property damage. A pre-existing damage report, or confirmation that no damage exists, shall be signed by the Transferee and retained by the Service Provider, with copies provided to EMS upon request.
Prior to commencing work, the Service Provider shall install appropriate floor, stairway, doorway, and property protection to prevent damage during delivery and unpacking. If the Transferee declines such protection, this must be documented, signed by the Transferee, and reported to EMS immediately.
The Service Provider shall be responsible for repairing any property damage caused by its personnel or not recorded as pre-existing prior to commencement of services. The crew shall also request that the Transferee secure passports, jewellery, cash, personal documents, and other valuables before unpacking begins to minimise the risk of loss, damage, or disputes.

D.3.6. Delivery Day – Delivery

The Service Provider shall ensure the consignment is delivered, unloaded, unpacked, and reassembled in accordance with EMS instructions and industry best practices. Containers, lift-vans, tri-walls, or similar transport units shall be opened in the presence of the Transferee, with photographs taken of the seal prior to opening and of the load before unloading commences. Upon completion of unloading, the Transferee shall be given the opportunity to inspect the empty container or transport unit to confirm all items have been delivered.
The Crew Leader shall verify all items against the inventory and/or Inventory Control Form (Bingo Sheet) with the Transferee during unloading and obtain signed and dated copies of all required delivery documents, including inventories, Bingo Sheets, vehicle condition reports (where applicable), and any other documents specified by EMS. Any missing items, damage, discrepancies, or exceptions identified during delivery or unpacking must be documented, photographed where appropriate, and reported to EMS.
All goods shall be delivered into the residence in their original packing materials where practicable, unpacked as authorised, placed in the rooms designated by the Transferee, and

reassembled where previously dismantled at origin, provided the necessary parts and instructions are available. Where specialist services are required beyond the authorised scope, EMS approval must be obtained before proceeding.

The Service Provider shall provide sufficient resources to complete the delivery, unpacking, debris removal, and reassembly services in a continuous operation wherever possible. If the Transferee requests disposal, donation, delayed unpacking, deferred debris collection, or any additional service outside the agreed scope, EMS must be notified and approval obtained before any associated costs are incurred.

For containerised shipments, the Service Provider shall ensure containers are unloaded and returned within the permitted free time and in good condition and may be held responsible for any charges resulting from late return or damage. On completion of the delivery, the Crew Leader shall conduct a final walkthrough with the Transferee to confirm service completion, verify that no property damage has occurred, and ensure that all work areas, packing materials, debris, and temporary protective coverings have been removed.

D.3.7. Following Delivery

The Service Provider shall provide EMS with a delivery status update and complete delivery document package within two (2) working days of delivery, or sooner if required by client specifications or requested by the EMS Coordinator. The submission shall include all signed and dated delivery documents, including inventories, packing lists, Bingo Sheets, and any other documents specified in the Pre-Advice, together with details of any outstanding services, damage claims, exceptions, missing items, or other issues identified during delivery, supported by photographs and relevant documentation where applicable.

D.3.8. Destination Services Documents

The Service Provider shall provide the following supporting documentation, where applicable:

1. **Weight Tickets** – Weight tickets showing gross, tare, and net weight. For shipments delivered within the USA or Canada, a certified CAT scale ticket must be provided. EMS may also request delivery photographs showing container loading, as well as any damage, discrepancies, leaks, or container defects.
2. **Packing Lists / Inventories** – Signed and dated by both the Transferee and Crew Leader.
3. **Duties and Taxes** – Customs documentation identifying items subject to duty, together with a breakdown of all duties, taxes, VAT, GST, and related charges.
4. **Customs Inspections** – Supporting invoices and documentation detailing the inspection performed, related charges, and the reason for the inspection.
5. **Demurrage and Detention Charges** – Carrier invoices showing applicable dates, a breakdown of charges, and an explanation of the circumstances giving rise to the costs.
6. **Port or Airport Storage Charges** – Supporting invoices showing storage dates, charges incurred, and, where applicable, an explanation of the circumstances resulting in the storage.
7. **Terminal Handling Charges** – Supporting invoices or documentation substantiating the charges.
8. **Temporary Storage** – Warehouse receipts identifying the storage provider, facility location, and storage entry and exit dates.

9. **Accessorial Services** – Signed accessorial service documentation detailing the services performed, including extra labour, long carries, stairs, lifts, shuttle services, permits, crating, or similar charges. Parking permits must be supported by official permits, tickets, and proof of payment, and shall be reimbursed at cost.
10. **Shuttle Services** – Signed documentation confirming the service provided and the operational conditions requiring the use of a shuttle vehicle.
11. **Third-Party Services** – Supplier invoices and supporting documentation for specialised services arranged through third parties, including but not limited to crating, piano handling, hoisting, handyman services, or other specialist work.

D.4. Storage Services

Storage Facility Requirements – The Service Provider shall provide a secure, dry, clean, climate-controlled storage facility, free from rodents, pests, and environmental conditions that may damage the goods. The facility must be owned or leased by, and under the direct control of, the Service Provider. Subcontracted storage facilities may only be used with prior written approval from EMS. Any subsequent change of storage location must also be approved by EMS in writing.

Security and Access Control – The storage facility shall maintain appropriate security measures and restricted access. Stored goods shall not be accessed, inspected, released, or delivered to the Transferee, their representatives, third parties, or government authorities without prior written authorisation from EMS and verification of identity where applicable.

Storage Types – Storage-in-Transit (SIT) refers to temporary storage, typically not exceeding ninety (90 to 180) days, pending onward transportation and forming part of the relocation contract. Permanent Storage (Perm) refers to storage for a longer or indefinite period and shall be treated as a separate storage arrangement with distinct warehousing liability.

Storage Authorisation – All SIT and Permanent Storage arrangements must receive prior written approval from EMS before the goods are placed into storage.

Storage Charges – Storage charges shall be based on the certified net weight and/or volume of the goods and billed in accordance with the agreed tariff. Charges shall be calculated on a calendar-month basis unless otherwise agreed. Where goods are removed from storage before the end of a billing period, charges shall be calculated on a pro-rata basis according to the actual storage duration.

Weight and Volume Certification – Shipments placed into storage must have certified net weight and/or volume records. EMS or its clients may request re-weighing or re-measurement, and the Service Provider shall be responsible for any discrepancies identified.

Storage Documentation and Notification – The Service Provider shall promptly notify EMS of the commencement of any Storage-in-Transit period and provide supporting documentation, including warehouse receipts, warehouse address, package count, net weight, volume, and storage entry dates. Any additional documents requested by EMS or the client shall be provided without delay.

E. Mould, Mildew, Contamination and Infestation

If any consignment shows signs of mould, mildew, contamination, infestation, wet damage, dampness, fungal odour, or any other condition that may affect the safety or integrity of the

goods, the Service Provider must immediately take appropriate action to prevent further exposure and minimise risk to the Transferee, EMS, and the consignment.

At Origin – Where contamination or infestation is identified before packing, loading, or removal, the Service Provider shall not proceed with the affected goods until the situation has been reviewed, an appropriate course of action has been agreed with the Transferee, and written approval has been obtained from EMS.

At Destination – Where contamination or infestation is discovered or reasonably suspected during unpacking, de-stuffing, warehouse handling, or prior to delivery, the Service Provider shall immediately suspend delivery and unpacking activities until further instructions have been agreed with EMS and the Transferee.

Communication and Notification – The Service Provider shall promptly inform the Transferee of the actual or suspected contamination and advise that the affected goods must be isolated pending further instructions. EMS must be notified immediately before any further action is taken.

Interim Protective Measures – If EMS cannot be contacted immediately, the Service Provider shall take all reasonable precautions to contain the affected goods, including:

a. Not delivering contaminated or suspected contaminated goods into the residence.
b. Removing any affected goods already introduced into the residence.
c. Isolating and securing the goods to prevent further contamination or exposure.
d. Returning the affected consignment to the Service Provider's warehouse, or otherwise storing it safely and separately, pending further instructions from EMS.

F. Insurance and Subrogation

F.1 General

The consignment is normally covered by marine/transit insurance and/or extended liability cover arranged by EMS or its client on behalf of the owner of the goods (typically the Transferee).

The Service Provider shall maintain adequate insurance coverage proportionate to the services provided and in accordance with applicable legal requirements. This may include, where relevant, employer's liability, public liability, and motor/fleet insurance. The Service Provider shall provide evidence of such insurance coverage to EMS upon request.

F.2. Claims handling

The Service Provider shall notify EMS within one (1) working day of becoming aware of any loss, damage, or potential claim and provide a list of the affected items together with a general description of the circumstances.

Damaged items must not be repaired, removed, disposed of, or replaced without prior approval from EMS. If disposal is requested by the Transferee, photographs and supporting information must be provided to EMS before any action is taken.

Where an item may be repairable, the Service Provider may be requested to assist in obtaining repair quotations or identifying suitable repair providers; however, no repair work may commence without prior written approval from EMS.

Any enquiries from the Transferee regarding claim settlement shall be referred to EMS, or the Service Provider may direct the enquiry to the appropriate EMS contact.

Where property damage is caused during the provision of services, the Service Provider shall document the damage at the time of occurrence and resolve the matter directly with the Transferee within thirty (30) days.

F.3. Claim Review and Subrogation

The Service Provider agrees to participate in EMS's claims review process, which is intended to identify the causes of preventable losses and support continuous improvement in service quality and claims reduction.

Liability assessments will not apply to:

e. Goodwill payments made by EMS at its sole discretion.
f. Total losses resulting from circumstances beyond the Service Provider's reasonable control, such as the loss of a container during international transportation.

Where a claim payment results from damage, loss, negligence, or failure attributable to the Service Provider, EMS reserves the right to recover all or part of the associated costs through subrogation or other recovery mechanisms.

Any such recovery may include the value of the claim settlement and any reasonable client-related costs directly arising from the incident.

As Transferees may have up to ninety (90) days following delivery to submit a claim, any claims review, liability assessment, or subrogation recovery may occur after the reporting period in which the shipment was delivered and may be carried forward to a subsequent review period.

G. Compliance with EMS Policies

The Service Provider agrees to comply promptly, and fully, with all of EMS's policies, including annual certifications, as the same may be adopted or modified by EMS, from time to time, which relate to the Services or to the Service Provider and will be presented to the Service Provider for review.

G.1. EMS Supplier code of conduct

The Service Provider agrees to comply with EMS policies relating to anti-bribery and corruption, data protection, human rights, modern slavery, and ethical business practices.

Anti-Bribery and Anti-Corruption and Anti-Trust

The Service Provider must comply with applicable anti-bribery, anti-corruption and anti-trust/ competition laws when performing services for EMS. The Service Provider must not offer or accept bribes, facilitation payments, kickbacks, improper inducements, price fixing, bid rigging, market allocation, customer allocation, unlawful exchange of commercially sensitive information or other conduct that may breach applicable anti-corruption or competition laws. EMS may request confirmation, evidence or corrective action where concerns arise or where required for audit-readiness purposes.

Where required based on EMS risk assessment, the Service Provider may be required to formally adopt and comply with the EMS Supplier Code of Conduct and provide supporting evidence of compliance.

Please review the policies, as well as the guidelines for performing and documenting the survey and the move.
EMS policies currently include, but are not limited to the following:

Anti-Bribery / Corruption Policy – UK Bribery Act 2010
FIDI-Anti-Bribery-Anti-Corruption-Charter-2023.pdf
Antitrust
FIDI-Anti-Trust-Charter-2023.pdf
Data Privacy / Data Protection – GDPR Regulation
Privacy Policy - Elite Moving Systems Ltd
Antislavery Policy
EMS-Modern-Slavery-Policy.pdf

G.2. Risk-Based Supplier Management

EMS applies a risk-based approach to the selection, monitoring and evaluation of Service Providers. The Service Provider agrees to:

a. Participate in supplier risk assessments where required
b. Provide accurate and up to date information requested by EMS for risk evaluation purposes
c. Notify EMS of any material change that may affect its risk profile, including financial, operational, legal, compliance, data protection, cyber-security or service delivery matters
d. Provide proportionate information on continuity or disruption arrangements where relevant to the services provided, particularly where EMS has advised the Service Provider that it is higher risk or critical to EMS managed services, or where EMS reasonably requests this information as part of its supplier risk assessment or audit readiness process.

EMS may classify Service Providers by risk level and apply proportionate monitoring, documentation, corrective action, review or audit requirements based on supplier role, service type, risk level and operational importance.

G.3. Performance Monitoring and Continuous Improvement

EMS will monitor the performance of the Service Provider against defined service levels, quality standards, client expectations and EMS supplier management requirements relevant to the services provided. Monitoring evidence may include service documentation, response times, issue records, claims or exception trends, customer and client feedback, review notes and corrective action records where applicable. The Service Provider agrees to participate in performance reviews when requested, cooperate in service improvement actions and implement agreed corrective actions within agreed timelines. Failure to meet performance standards may result in reduced allocation of work, enhanced monitoring, corrective action or termination of the Agreement.

G.4. Environmental, Social, and Governance (ESG)

The Service Provider agrees to support EMS's commitments to responsible and sustainable business practices, including compliance with environmental regulations and best practices,

ethical labour and human rights standards, and reduction of environmental impact where reasonably practicable.
The Service Provider shall notify EMS of any significant environmental or compliance incidents that may affect service delivery or reputation.

H. Invoicing Requirements and Payment terms

Unless otherwise agreed in writing:

1. The Service Provider invoice, for contracted services and authorized expenses, must be issued and sent to EMS no later than 30 days after the completion date of the contracted service(s) performed. EMS will not be obliged to pay invoices submitted late or incorrectly.
2. Invoices must be sent to accounts@ems-move.com and copy in the EMS Coordinator.
3. All invoices must be accompanied by the required service documents (i.e. signed inventory list, bingo sheet, etc.) and any other accessorial documents requested with the Service Authorization or Pre-Advice, alongside back-up documents and/or receipts relating to any third-party charges or expenses included in the invoice.
4. Invoices must reflect the EMS job ID / shipper's name, mode, and volume.
5. The Service Provider must send individual invoices for each mode of shipment; multiple shipments on one invoice will not be accepted.
6. Invoices must reflect a full breakdown of the service.
7. Invoices must be submitted to EMS within 24 hours of the date of issue.
8. Invoices must be rendered in the same currency as the applicable quote or tariff.
9. Invoices for permanent storage services must be billed quarterly in advance.
10. Statements must be sent to accounts@ems-move.com.
11. Agreed payment terms: settlement within 60 days of receipt of a compliant invoice.

I. Right to Audit

During the term of this Agreement and for a period of five (5) years following termination, the Service Provider shall maintain accurate, detailed, and complete records of the transactions relating to the service performed under this Agreement.
Upon reasonable advance notice, EMS and any third party authorised by EMS shall have the right to review or audit records reasonably required to verify services performed, payments, reimbursements, compliance with this Agreement, applicable laws, regulations, rules and orders of any government or governmental agency that may apply to this Agreement and/or the Services performed under it, EMS policies, the Supplier Code of Conduct, data protection obligations, anti-bribery and anti-corruption requirements, anti-trust and competition law expectations and EMS supplier management or audit readiness evidence, where applicable to the services provided.

I.1 Corrective Actions

Following any audit, review, or compliance assessment, the Service Provider agrees to implement corrective actions within timelines agreed with EMS. EMS reserves the right to conduct follow-up reviews to verify implementation and effectiveness of corrective measures.

J. Completion of Service Level Agreement

By signing below, the Service Provider hereby confirms to have read and understood the 2026 EMS Service Providers Standards in full and agrees to abide by all requirements set forth herein and with any future update to the Standards provided in writing by EMS.

Company Legal Name	
Name (Printed)	
Signature	
Title	
Date	