



SERVICE LEVEL AGREEMENT

For Partner Companies

Gorgan Move BV

VAT: BE0800620875

De Vunt 7, 3220 Holsbeek, Belgium

Email: email@gorganmove.com

Contact: Eduard Ichim

Phone: +32 16 79 34 57

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1. INTRODUCTION AND DEFINITIONS

This Service Level Agreement ("Agreement") establishes the terms and conditions under which Gorgan Move BV ("Service Provider") shall provide international and domestic moving and relocation services to the Partner company ("Principal"). This Agreement is designed to ensure clear expectations, high-quality service delivery, and mutual accountability in our business relationship.

1.1 Definitions

- **Principal:** The partner company engaging Gorgan Move BV for moving services
- **Service Provider:** Gorgan Move BV and its authorized representatives
- **Transferee/Shipper:** The end customer whose household goods are being relocated
- **Service Contract:** Individual job orders issued under this framework agreement
- **Move Manager:** Principal's designated contact for operational coordination
- **Pre-Move Survey:** Physical or virtual assessment of shipment volume and requirements
- **Origin Services:** All services performed at the departure location
- **Destination Services:** All services performed at the arrival location
- **FCL:** Full Container Load - exclusive container use
- **LCL:** Less than Container Load - shared container space
- **GDPR:** General Data Protection Regulation (EU) 2016/679

2. SCOPE OF SERVICES

2.1 Origin Services

Gorgan Move BV provides comprehensive origin services including:

- Pre-move surveys (physical or video) with detailed inventory creation
- Professional packing using new, high-quality materials
- Custom crating for fragile, valuable, or irregularly shaped items
- Furniture disassembly and protection
- Loading and securing goods in containers or vehicles
- Export documentation and customs clearance assistance
- Vehicle and motorcycle shipping arrangements
- Coordination with Principal's Move Manager throughout the process

2.2 Transportation Services

- Sea freight (FCL and LCL options)
- Air freight for time-sensitive shipments
- Road transport within Europe and internationally
- Multi-modal transportation solutions
- Real-time shipment tracking and status updates
- SOLAS VGM compliance for containerized shipments

2.3 Destination Services

- Import customs clearance and documentation
- Delivery scheduling in coordination with transferee
- Unloading and placement of goods
- Unpacking and debris removal
- Furniture reassembly
- Completion documentation and customer satisfaction surveys

2.4 Storage Services

When required, Gorgan Move BV provides secure storage facilities meeting the following standards:

- Climate-controlled, dry, and pest-free environment
- 24-hour security monitoring with CCTV (minimum 30-day retention)
- Fire safety equipment inspected every 12 months
- Full inventory management and access control
- Insurance coverage for stored goods

3. SERVICE STANDARDS AND QUALITY

3.1 Personnel Standards

All Gorgan Move BV personnel and subcontractors must meet the following requirements:

- Criminal background checks conducted prior to employment
- Verified right to work in applicable jurisdictions
- Training in international packing standards and best practices
- Annual GDPR awareness training completed
- Professional conduct and appearance at all times
- English language capability (or transferee's native language when possible)
- No personnel with convictions for theft, violent crimes, or sexual offenses

3.2 Packing Standards

- All packing materials must be new and of professional quality
- No 'Packed by Owner' (PBO) items accepted without inspection and re-packing
- Tape never applied directly on furniture or polished surfaces
- Detailed inventory with specific item descriptions (no generic labels)
- Parts box system for hardware, keys, and remote controls
- Photographic documentation of pre-existing damages
- Floor, wall, and property protection at all locations

3.3 Container Standards

- C-TPAT compliant 7-point inspection before loading
- High-security bolt seals meeting PAS ISO 17712 standards
- Minimum 2 moisture absorption packs per container
- Professional bulkhead construction
- Digital photographs of seal numbers and bulkhead required
- ISPM 15 compliant lift vans for LCL shipments

4. PERFORMANCE METRICS AND KPIs

4.1 Response Time Requirements

Activity	Required Timeline	Measurement
Initial shipper contact	Within 1 business day	From job assignment
Survey scheduling	Within 1 business day	From shipper contact
Survey results delivery	Within 2 business days	From survey completion
Pre-alert (air shipments)	Within 24 hours	From departure
Pre-alert (sea shipments)	Within 48 hours	From sailing
Arrival notification	Within 2 business days	From cargo arrival
Delivery documentation	Within 48 hours	From delivery completion
Invoice submission	Within 3 business days	From service completion
Problem/damage reporting	Immediately	Upon discovery

4.2 Quality Metrics

Metric	Target	Measurement Period
Survey accuracy	+/- 10% of actual volume	Per shipment
Customer satisfaction (CSAT)	95% scores of 4 or 5 (out of 5)	Quarterly
Claims rate	Maximum 10% of shipments	Quarterly
On-time delivery	95% within scheduled window	Quarterly
Documentation accuracy	98% error-free submissions	Monthly

5. COMMUNICATION AND REPORTING

5.1 Primary Communication Channels

- Email: Primary channel for job assignments, documentation, and formal communication
- Move management systems: As designated by the Principal
- Phone/WhatsApp: For urgent matters and real-time coordination
- Video calls: For virtual surveys and complex problem resolution

5.2 Required Documentation

- Pre-move survey reports with detailed inventory and photographs
- Residence Walk-Through (RWT) forms at origin and destination
- Signed packing inventory lists
- Container/vehicle loading photographs
- Seal number documentation
- Customs and shipping documents
- Delivery confirmation with customer signature
- Customer satisfaction surveys

5.3 Incident Reporting

The following incidents must be reported immediately to the Principal's Move Manager:

- Any damage to household goods discovered during packing, loading, or delivery
- Damage to residence or property
- Customer complaints or disputes
- Customs holds or inspections
- Delays exceeding 30 minutes from scheduled times
- Safety incidents or injuries
- Any suspected theft or security breach

6. PRICING AND PAYMENT TERMS

6.1 Quotation Process

- Rate requests responded to within 1 business day
- Quotes valid for 30 days unless otherwise specified
- All quotes include detailed breakdown of services and costs
- Volume-based pricing with transparent calculation methodology
- Additional services quoted separately with prior approval

6.2 Invoice Requirements

- Invoices submitted within 3 business days of service completion
- Invoices must include: Principal's reference number, transferee name, service dates
- Detailed cost breakdown matching quoted amounts
- Supporting documentation for any additional charges
- Currency: EUR (unless otherwise agreed)

6.3 Payment Terms

Standard payment terms: 30 calendar days from receipt of correctly rendered invoice. The Principal may dispute charges within 30 days of invoice receipt. Disputed amounts will be resolved through good-faith negotiation.

7. INSURANCE AND LIABILITY

7.1 Insurance Requirements

Gorgan Move BV maintains comprehensive insurance coverage including:

- General liability insurance
- Professional indemnity insurance
- Public liability insurance
- Motor vehicle insurance
- Warehouse and storage insurance
- Workers' compensation insurance

7.2 Liability Framework

Type of Loss	Liability Limit	Conditions
Cargo damage (standard)	EUR 125 per cubic meter	Without All-Risk insurance
Cargo damage (with negligence)	EUR 125 per cubic meter	Proven negligence
Property/residence damage	Full replacement cost	If proven fault
Late damage reporting	EUR 175 flat	Failure to report within 24hrs
Aggregate annual cap	EUR 2,500,000	Per calendar year

7.3 Indemnification

Gorgan Move BV indemnifies the Principal against claims arising from:

- Breakage or damage due to negligence or improper handling
- Loss or theft of goods in our custody
- Damage to property or residence caused by our personnel
- Data protection breaches caused by our actions
- Non-compliance by our subcontractors with this Agreement

8. DATA PROTECTION AND GDPR COMPLIANCE

8.1 Regulatory Compliance

Gorgan Move BV complies fully with the General Data Protection Regulation (GDPR) (EU Regulation 2016/679) and all applicable local and international data privacy laws.

8.2 Data Categories Processed

- **Personal Data:** Names, addresses, contact information, IP addresses
- **Shipment Data:** Inventory details, values, storage locations
- **Identity Documents:** Passport copies, visa information, work permits (as required for customs)
- **Sensitive Data:** Medical information (when relevant for special handling requirements)

8.3 Data Protection Commitments

- Process only data strictly necessary for service delivery
- Implement appropriate technical and organizational security measures
- Provide annual GDPR training to all personnel handling personal data
- Never store personal data directly on laptops or mobile devices
- Report any data breach to the Principal within 24 hours of discovery
- Obtain written approval before any cross-border data transfer outside the EU
- Ensure all subcontractors maintain equivalent data protection standards
- Retain data only as long as legally required or operationally necessary

9. ANTI-BRIBERY AND ANTI-CORRUPTION

9.1 Zero Tolerance Policy

Gorgan Move BV maintains a zero-tolerance approach to bribery and corruption in all forms. We conduct our business with professional integrity, in compliance with the UK Bribery Act 2010, the US Foreign Corrupt Practices Act (FCPA), and all applicable local anti-corruption laws.

9.2 Prohibited Conduct

All Gorgan Move BV personnel and representatives shall never:

- Engage in any form of bribery, directly or through third parties
- Offer or make improper payments to any individual, including government officials
- Attempt to induce anyone to act illegally or improperly
- Accept or offer money, gifts, kickbacks, or commissions in connection with business procurement
- Offer gifts or hospitality to public employees where a return favor is expected
- Facilitate payments to obtain unentitled service levels
- Fail to report indications of improper payments

9.3 Anti-Trust Compliance

We comply with all applicable antitrust and competition laws. We shall never:

- Make contact with competitors for the purpose of cartel behavior
- Agree with competitors to fix prices, divide markets, or rig competitive bidding
- Participate in trade association discussions that could be interpreted as anticompetitive

10. CODE OF CONDUCT

10.1 Professional Standards

All Gorgan Move BV personnel adhere to the following professional standards:

- Punctuality - Always arrive on time for scheduled appointments
- Professional appearance - Clean, appropriate attire or uniforms
- Respectful communication - Polite and helpful to customers and colleagues
- Cultural sensitivity - Respect for diverse customs and backgrounds
- No consumption of alcohol or drugs during working hours
- No smoking at customer premises
- No solicitation of tips or gratuities from customers

10.2 Human Rights

Gorgan Move BV is committed to upholding human rights in all our operations. We prohibit:

- Child labor
- Forced labor, slavery, or human trafficking
- Discrimination based on race, gender, religion, age, disability, or any protected characteristic
- Cruel, inhumane, or degrading treatment

11. ENVIRONMENTAL RESPONSIBILITY

Gorgan Move BV is committed to minimizing our environmental impact through sustainable business practices:

- Proper waste separation and recycling (paper/cardboard, commercial waste, PMD)
- Prioritization of recycled and reusable packing materials
- Route optimization to reduce fuel consumption and emissions
- Use of river transport where feasible (e.g., to Antwerp port)
- Electronic documentation and communication to reduce paper use
- Regular vehicle maintenance to ensure fuel efficiency and compliance
- Awareness training for all employees on environmental responsibilities

12. TERMINATION

12.1 Standard Termination

Either party may terminate this Agreement with 30 days written notice without cause. No compensation is due for termination with proper notice.

12.2 Termination for Cause

Either party may terminate this Agreement immediately upon:

- Material breach not remedied within 20 days of written notice
- Repeated service failures (more than 2 significant claims within 30 days)
- Theft or fraud allegations
- Violation of anti-bribery, anti-corruption, or code of conduct provisions
- Insolvency, bankruptcy, or inability to pay debts
- Data protection breach caused by willful misconduct or gross negligence

13. DISPUTE RESOLUTION

13.1 Escalation Hierarchy

Disputes shall be resolved through the following escalation process:

- **Level 1:** Operational issues resolved between Move Managers within 5 business days
- **Level 2:** Unresolved matters escalated to senior management within 10 business days
- **Level 3:** Mediation by mutually agreed third party within 30 days
- **Level 4:** Binding arbitration or legal proceedings if mediation fails

13.2 Governing Law and Jurisdiction

This Agreement shall be governed by and construed in accordance with the laws of Belgium. The courts of Leuven, Belgium shall have exclusive jurisdiction over any disputes arising from or relating to this Agreement.

14. GENERAL PROVISIONS

14.1 Entire Agreement

This Agreement, together with any annexes and individual Service Contracts, constitutes the entire agreement between the parties and supersedes all prior agreements.

14.2 Amendments

No amendment or modification of this Agreement shall be valid unless made in writing and signed by authorized representatives of both parties.

14.3 Severability

If any provision of this Agreement is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

14.4 Force Majeure

Neither party shall be liable for failure to perform obligations due to circumstances beyond their reasonable control, including but not limited to natural disasters, war, terrorism, pandemics, government actions, or labor disputes.

15. SIGNATURES

By signing below, the parties acknowledge that they have read, understood, and agree to be bound by the terms and conditions of this Service Level Agreement.

FOR GORGAN MOVE BV

FOR PRINCIPAL

Signature

Signature

Name: Eduard Ichim

Name:

Title: CEO

Title:

Date:

Date: