



# SERVICE LEVEL AGREEMENT

For Service Providers and Subcontractors

**Gorgan Move BV**

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## 1. INTRODUCTION AND DEFINITIONS

This Service Level Agreement ("Agreement") establishes the terms and conditions under which the Service Provider/Subcontractor ("Provider") shall perform moving and relocation services on behalf of Gorgan Move BV ("Principal"). The Provider agrees to deliver services in accordance with the standards, procedures, and requirements outlined in this Agreement.

### 1.1 Definitions

- **Principal:** Gorgan Move BV, the company contracting services from the Provider
- **Provider:** The service provider or subcontractor performing services under this Agreement
- **Client:** The end customer (transferee/shipper) whose goods are being relocated
- **Job Order:** Individual service request issued by the Principal to the Provider
- **Pre-Move Survey:** Assessment of shipment volume and requirements before packing
- **Origin Services:** Packing, loading, and documentation at departure location
- **Destination Services:** Delivery, unpacking, and placement at arrival location
- **Parts Box:** Container for hardware, keys, remotes, and small components
- **RWT:** Residence Walk-Through damage documentation form

## 2. APPOINTMENT AND SCOPE OF SERVICES

### 2.1 Non-Exclusive Appointment

The Principal appoints the Provider on a non-exclusive basis to perform moving and relocation services as specified in individual Job Orders. Neither party guarantees minimum volumes or exclusive territory rights under this Agreement.

### 2.2 Services Covered

The Provider may be requested to perform any of the following services:

- **Survey Services:** Pre-move assessments with accurate volume estimates
- **Packing Services:** Professional wrapping, boxing, and protection of goods
- **Custom Crating:** Construction of wooden crates for fragile items
- **Loading/Unloading:** Safe handling and placement of goods
- **Transportation:** Local and long-distance movement of goods
- **Storage:** Secure warehousing of goods
- **Delivery Services:** Final mile delivery, unpacking, and assembly
- **Documentation:** Inventory creation and customs paperwork

### 2.3 Client Representation

When performing services, the Provider acts as a representative of Gorgan Move BV and must:

- Identify themselves as working on behalf of Gorgan Move BV to the Client
- Maintain professional standards that reflect positively on Gorgan Move BV
- Direct all Client inquiries about pricing, claims, or contract terms to the Principal
- Never discuss transit times, costs, or service limitations with Clients

## 3. SERVICE STANDARDS AND REQUIREMENTS

### 3.1 Personnel Requirements

All personnel performing services must meet the following requirements:

- Valid right to work in the applicable jurisdiction
- Criminal background check completed (where legally permitted)
- No convictions for theft, violent crimes, or sexual offenses
- Trained in professional packing techniques
- GDPR awareness training completed annually
- Professional appearance and conduct at all times
- Capable of communicating in English or the Client's language

### 3.2 Survey Standards

- Contact Client within 1 business day of receiving survey request
- Accuracy requirement: within +/- 10% of actual volume
- Document items requiring special handling or access considerations
- Photograph items of high value (>EUR 1,500) and fragile items
- Report survey results to Principal within 2 business days

### 3.3 Packing Standards

- Use only new, professional-grade packing materials
- Never apply tape directly on furniture or polished surfaces
- Create detailed inventory with specific item descriptions
- Maintain Parts Box for all hardware and small components
- Photograph pre-existing damage before packing
- Complete Residence Walk-Through (RWTH) form
- Protect floors, walls, and doorways during operations

### 3.4 Container and Loading Standards

- Perform C-TPAT 7-point container inspection before loading
- Use high-security bolt seals meeting PAS ISO 17712 standards
- Install minimum 2 moisture absorption packs per container
- Build professional bulkhead securing the load
- Photograph seal numbers, container condition, and bulkhead

## 4. PERFORMANCE METRICS AND KPIs

### 4.1 Response Time Requirements

Activity	Required Timeline
Acknowledge job assignment	Within 24 hours
Contact Client for survey	Within 1 business day
Submit survey results	Within 2 business days
Confirm packing dates	Within 1 business day of booking
Submit packing documentation	Within 1 business day of completion
Pre-alert (air shipments)	Within 24 hours of departure
Pre-alert (sea/road shipments)	Within 48 hours of departure
Contact Client for delivery	Within 1 business day of availability
Submit delivery documentation	Within 2 business days of completion
Report problems/damages	Immediately upon discovery
Submit invoice	Within 5 business days of service

### 4.2 Quality Metrics

- Survey accuracy: +/- 10% variance from actual volume
- Claims rate: Maximum 10% of jobs resulting in damage claims
- Customer satisfaction: Minimum 4 out of 5 average rating
- On-time performance: 95% of deliveries within scheduled window
- Documentation accuracy: 98% error-free submissions

## 5. COMMUNICATION AND DOCUMENTATION

### 5.1 Communication Channels

- Email: For job assignments, documentation, and formal correspondence
- Move management systems: As designated by the Principal
- Phone/WhatsApp: For urgent operational matters only
- Written confirmation: Required for any changes to scope or pricing

### 5.2 Required Documentation

- Pre-move survey report with photographs
- Detailed packing inventory (English language)
- Residence Walk-Through (RWT) forms - origin and destination
- Container/vehicle photographs (seal, bulkhead, condition)
- Damage reports with photographs
- Delivery confirmation with Client signature
- Invoice with supporting documentation

### 5.3 Incident Reporting

The following incidents must be reported IMMEDIATELY to the Principal:

- Any damage to household goods
- Damage to property or residence
- Customer complaints or disputes
- Delays exceeding 30 minutes
- Safety incidents or injuries
- Suspected theft or security issues
- Volume variances exceeding 10%

## 6. PRICING AND PAYMENT

### 6.1 Pricing

- Pricing matrix document for standard services
- Individual quotes for non-standard requirements
- Rate requests responded to within 2 business days

### 6.2 Additional Charges

Any charges not included in the original quote require:

- Prior written approval from the Principal's designated contact
- Documentation justifying the additional charge
- Notification within 24 hours of discovering the need for additional services

**Important:** Unapproved additional charges may be rejected or deducted from payment.

### 6.3 Invoicing Requirements

- Submit invoices within 5 business days of service completion (30 days maximum)
- Include Principal's job reference number and Client name
- Provide detailed cost breakdown matching agreed rates
- Attach all required supporting documentation
- Currency: EUR unless otherwise agreed

### 6.4 Payment Terms

Payment will be made within 30 calendar days of receipt of correctly rendered invoice with all required documentation. The Principal may dispute charges within 30 days. Invoices submitted more than 60 days after service completion may not be honored.

## 7. INSURANCE AND LIABILITY

### 7.1 Insurance Requirements

The Provider must maintain the following insurance coverage:

- General liability insurance
- Professional indemnity insurance
- Public liability insurance
- Motor vehicle insurance
- Warehouse insurance (if providing storage)
- Workers' compensation/employer liability

### 7.2 Liability Limits

Type of Loss	Provider Liability
Cargo damage (standard)	EUR 125 per cubic meter
Cargo damage (proven negligence)	Full replacement value
Property/residence damage	Full repair/replacement cost
Late damage reporting (>24hrs)	EUR 175 minimum
Third-party claims	Full indemnification

### 7.3 Indemnification

The Provider agrees to indemnify Gorgan Move BV against claims arising from:

- Negligent or improper handling of goods
- Damage to property caused by Provider's personnel
- Loss or theft while goods are in Provider's custody
- Breach of data protection obligations
- Actions of Provider's subcontractors

## 8. DATA PROTECTION AND GDPR

### 8.1 Compliance Obligations

The Provider shall comply with the General Data Protection Regulation (GDPR) and all applicable data protection laws when handling personal data in connection with services provided under this Agreement.

### 8.2 Data Processing Requirements

- Process personal data only as necessary for service delivery
- Implement appropriate technical and organizational security measures
- Ensure all personnel with access to personal data receive GDPR training annually
- 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 transferring data outside the EU
- Delete or return all personal data upon completion of services or termination

## 9. ANTI-BRIBERY AND ANTI-CORRUPTION

### 9.1 Zero Tolerance Policy

The Provider pledges a zero-tolerance approach to bribery and corruption. The Provider shall conduct all business dealings with professional, fair conduct and the utmost integrity.

### 9.2 Prohibited Conduct

The Provider and its personnel 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
- Offer or accept money, gifts, kickbacks, or commissions in connection with business
- Offer gifts or hospitality to public officials where a return favor is expected
- Facilitate payments to obtain services not otherwise entitled to
- Fail to report indications of improper payments

### 9.3 Anti-Trust Compliance

- Never contact competitors for purposes of cartel behavior
- Never agree with competitors to fix prices, divide markets, or rig bidding
- Maintain independent judgment in all pricing decisions
- Report any suspected anticompetitive conduct

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## 10. CODE OF CONDUCT AND ETHICS

### 10.1 Professional Standards

- Punctuality - Always arrive on time for scheduled appointments
- Professional appearance - Clean, appropriate attire
- Respectful behavior - Polite and helpful to Clients and colleagues
- Cultural sensitivity - Respect for diverse customs and backgrounds
- No alcohol or drug use during working hours
- No smoking at Client premises
- No solicitation of tips from Clients
- No negative comments about Gorgan Move BV to Clients

### 10.2 Human Rights

The Provider commits to upholding human rights and prohibits:

- Child labor
- Forced labor, slavery, or human trafficking
- Discrimination based on any protected characteristic
- Cruel, inhumane, or degrading treatment

## 11. ENVIRONMENTAL RESPONSIBILITY

The Provider is encouraged to adopt environmentally responsible practices including:

- Proper waste separation and recycling
- Use of recycled and reusable packing materials where appropriate
- Route optimization to reduce fuel consumption
- Regular vehicle maintenance for fuel efficiency
- Minimization of paper through electronic documentation

## 12. CONFIDENTIALITY

### 12.1 Confidential Information

The Provider shall keep strictly confidential all information received from the Principal:

- Client personal data and contact information
- Pricing and rate information
- Business processes and systems
- The terms of this Agreement
- Any information designated as confidential

Confidential information may only be used for performing services under this Agreement and may not be disclosed to any third party. This obligation survives termination of the Agreement.

## 13. TERM AND TERMINATION

### 13.1 Term

This Agreement commences on the date of signature and continues until terminated.

### 13.2 Termination Without Cause

Either party may terminate this Agreement with 30 days written notice without cause.

### 13.3 Termination for Cause

The Principal may terminate immediately upon:

- Material breach not remedied within 20 days of written notice
- More than 2 significant claims within a 30-day period
- Theft allegation or conviction
- Violation of anti-bribery or code of conduct provisions
- Data protection breach
- Insolvency or bankruptcy

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## 14. DISPUTE RESOLUTION

### 14.1 Escalation Process

- **Level 1:** Operational issues resolved at operational level within 5 business days
- **Level 2:** Escalation to management within 10 business days
- **Level 3:** Mediation by mutually agreed third party within 30 days
- **Level 4:** Arbitration or legal proceedings

### 14.2 Governing Law

This Agreement shall be governed by the laws of Belgium. The courts of Leuven, Belgium shall have exclusive jurisdiction over any disputes.

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## 15. GENERAL PROVISIONS

### 15.1 Entire Agreement

This Agreement constitutes the entire agreement between the parties.

### 15.2 Amendments

Amendments must be in writing and signed by authorized representatives of both parties.

### 15.3 Severability

If any provision is found invalid, the remaining provisions continue in full force.

### 15.4 Force Majeure

Neither party is liable for failure to perform due to circumstances beyond reasonable control.

### 15.5 Subcontracting

The Provider may use subcontractors with prior written approval from the Principal. The Provider remains fully liable for all subcontractor actions.

## 16. 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 (Principal)**

**FOR SERVICE PROVIDER**

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Signature

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Signature

Name: Eduard Ichim

Name:

Title: CEO

Title:

Date:

Date:

Company:

VAT Number:

Address: